Senior Receptionist / Switchboard Operater – Department of Administration abd Finance

DUTY STATION: Mostar

CONTRACT: National

PURPOSE AND SCOPE OF POSITION

The selected candidate will be responsible for receiving all guests and visitors in a polite and helpful manner in accordance with current procedures. He/she will be also facilitating incoming and outgoing telephone calls whilst performing duties on the main switchboard.

The incumbent will work under the general supervision of the Head of Security and his Deputy and under the direct supervision of the OHR South Security Supervisor.

DUTIES AND RESPONSIBILITIES

1. Verify visitors identity and where necessary issue appropriate passes after security clearance

2. Confirm visitors appointment with the relevant departments

3. Make written record of visitor in visitors register

4. Escorting of visitors to offices

5. Assist and co-operate with security personnel in cases of emergency

6. Answer calls in a polite and helpful manner and transfer calls to the correct departments

7. Make regular checks on the telephone system and report any faults immediately

8. Take messages on behalf of OHR employees who are not available at the time

9. Translate and interpret as requested by the Administration Manager

PROFESSIONAL REQUIREMENTS/QUALIFICATIONS

- Completed secondary education
- Previous experience of professional receptionist work with the International Community is an advantage
- Good level of written and spoken English is essential
- Confidentiality and flexibility
- Ability to work in team as well as unsupervised
- Ability to work with people from various cultural backgrounds
- Computer literacy

Any personnel with the above qualifications should provide (in English) a CV with a one-page cover letter and references to the following:

Administration Manager

OHR Mostar

Kolodvorska bb, 88 000 Mostar

Fax: +387 (0) 36 317 614 E-mail: application@ohr.int

Please quote Reference No. 872/01

Closing date for applications: November 30, 2001

Only short-listed candidates will be contacted

No telephone enquiries please