



**FRONT OFFICE ADMINISTRATOR**  
(Reporting to the Senior Manager: HR & Facilities)  
(Peromnes Grade 13)

**JOB PURPOSE**

To provide front office services for Soul City Institute.

**KEY RESPONSIBILITIES**

**Front Office**

- Ensure proper control of visitors onto Soul City Institute's premises.
- Ensure that reception is welcoming and is efficiently attended to at all times.
- Receive visitors and direct them appropriately; ensuring that they are timeously escorted by a Soul City Institute staff member.
- Ensure that all visitors sign the visitors' register and receive visitors' stickers.
- Ensure that visitors are always accompanied by a Soul City Institute staff member.
- Ensure that the reception area is clean and tidy at all times and provides a welcoming environment.
- Use the public address system appropriately and professionally.
- Ensure that all security procedures are complied with.

**Incoming and Outgoing Mail and Deliveries**

- Receive incoming mail and deliveries, record accurately in the appropriate books and distribute timeously.
- Ensure that the pigeon holes are kept tidy and that documents are collected by staff members.
- Administer the courier service efficiently and follow up on queries as and when required.
- Receive outgoing mail and deliveries and ensure that it is collected by the transport unit timeously.

**Switchboard**

- Ensure that the switchboard is operational by 8:30am.
- Ensure that the whereabouts of staff are known to facilitate answering of calls.
- Answer incoming phone calls by the third ring in a professional and friendly manner.



- Transfer calls accurately and provide assistance to callers, when required.
- Take accurate and complete messages and distribute them timeously via email.
- Report and follow up on switchboard and line faults timeously.
- Recall transferred calls not answered by relevant person after 5 rings; and take a message or transfer the call to another person who may assist the caller.

### **Front Office Relief**

- Arrange front office relief timeously when required.
- Ensure ongoing training for relief staff.
- Provide effective handover to relief staff.

### **Meeting Rooms**

- Administer the bookings of meeting rooms.
- Ensure that refreshments have been ordered, in accordance with departmental requests.
- Assist with housekeeping and catering tasks, when necessary.

### **Human Resources Management**

- Take ownership and accountability for all deliverables and responsibilities assigned to Front Office Administrator position.
- In consultation with the Senior Manager : HR & Facilities, identify own training and coaching requirements to achieve optimal performance.
- Contribute to the development of a committed facilities team with individuals who work well together and provide each other with mutual support, assistance and cooperation.
- Comply with all HR policies and procedures.

### **QUALIFICATIONS AND EXPERIENCE**

- Matric qualification is essential.
- A minimum of two years reception and switchboard experience.

### **COMPETENCIES**

- Knowledge and skill in operating a medium to large switchboard.
- Excellent English communication skills. Communication in other South African languages is an advantage.
- Warm, friendly and professional disposition.
- Good work ethic and positive “can-do” attitude.



- Service oriented mindset.
- Enthusiasm for providing high quality service.
- Good organisational skills.
- Good knowledge of Soul City Institute programmes and print material.
- Able to work in and contribute to a team environment.
- Advanced proficiency in MS Office - including Word, Excel, Powerpoint and Outlook.
- Able to use discretion and deal with sensitive information in a confidential and professional manner.
- Excellent interpersonal skills.
- Able to multi-task and prioritise.

**THIS IS AN INTERNAL AND EXTERNAL ADVERT!**

**THIS IS AN EE POSITION. PREFERENCE WILL BE GIVEN TO PEOPLE WITH DISABILITIES.**

**CLOSING DATE FOR APPLICATIONS: FRIDAY, 19<sup>TH</sup> NOVEMBER 2021, 16h30.**

**PLEASE FORWARD YOUR CV AND COVER LETTER TO:**

[recruitment@soulcity.org.za](mailto:recruitment@soulcity.org.za)