



JOB DESCRIPTION
Administration Assistant/ Receptionist

Job Title:	Administration Assistant/ Receptionist
Department/ Division/ Unit:	PR, Marketing & Sales
Duty Station:	Windhoek
Reports to Position:	Manager: Sales & Business Development
Number of Direct Reports:	

PRIMARY PURPOSE OF THE JOB:

To provide reception services and to perform basic administrative and general office duties involving record & file maintenance, mail distribution, copying, faxing as requested by immediate supervisor or by senior staff members in the company.

JOB SPECIFICATIONS:

Minimum Educational Qualifications: Grade 12 PLUS a 3-year Diploma (NQF Level 6) in Secretarial and Administration.

Minimum Experience Required: 2 years in an office administrative assistant, switchboard operator and receptionist position.

Special Requirements: Sound communication and interpersonal skills, Excellent Command of English, Sound Customer orientation, must be neat and representable at all times.

Training Required to Achieve Proficiency: ± 2 months in service training to acquire full knowledge of the Company, its product, main suppliers and other relevant.

COMPETENCY PROFILE:

Incumbent needs to demonstrate working knowledge:

- Sound written and verbal communication Skills.
- High level of Customer Services and professionalism.
- Ability to connect callers and Visitors with the right employees or attention to details.
- Multitasking and prioritizing.
- Dependability.
- Familiarity with Microsoft Office.
- Problem- Solving.
- Ability to work under pressure.
- Ability to work without supervision.

KEY PERFORMANCE AREAS:

1. Switching Operation

- Answers all incoming calls via the PABX in a professional and helpful/ friendly manner.
- Asks for reason of call and ensures that s/he understands it fully.
- Relays the caller making sure that the caller is actually connected.
- Takes a full/ comprehensive message if the requested staff member is not available.
- Receives and responds to all basic enquiries that callers may have on the Company and its operations/ Products. Refers the more complex questions to the relevant staff member within the organisation.
- Arrange replacement for the period of own absence and inform the immediate supervisor. Provides in-services training to such a replacement where required.
- Maintains a complete record of calls and requests and indicates time and urgency / importance.
- Arrange calls on behalf of managers that require international booking or arrangement.
- Reports faulty telephone lines to Telecom or other relevant Service Providers.

2. Reception duties

- Receives and welcomes visitors in a professional and supportive/ friendly manner.
- Enquires reason for visit and makes sure that s/he fully understands.
- Refers to desired or appropriate manager or staff member and arranges for the latter to collect visitor at reception.
- If visitors have to wait, makes them feel comfortable i.e. to seating and clear explanation about the delay.

- If waiting period is prolonged (10 minutes or longer), offers visitors some refreshments.
- Checks and arranges the magazine and products display in the reception area to ensure its neatness, and up datedness at all times.
- Projects an efficient and competent yet caring image to the visitors.
- Reports any faulty with company security system, including alarm, remote controls and ensure proper functioning thereof.

3. Ad Hoc Secretarial and Administration Assistance

- Performs a range of general office secretarial & administration duties as required, i.e. calling customers that are to attend a function, finding out times and details of venues for meetings, sending faxes, scanning of documents, making follow-up calls to clients.
- Drafts basic office correspondence as directed and types such documents as requested.
- Prepares Sales Quotations as requested.
- Sells the company's products at the front desk to members of the public.
- Issues Customer receipts upon collecting payment, and forwards the cash to the Accountant/ Finance Officers.
- Make appointments for various senior staff members as requested.
- Provides logical assistance in the arrangement of functions, meetings, conferences, appointments, travel and account arrangements as required.
- Makes photocopies / binds documents. Accepts responsibility for the photocopier, and ensures that it is operational at all times.
- Takes Minutes on the assigned departmental meetings.
- Maintains the filing system of all PR, Marketing & Sales department documents.
- Perform a bi-weekly stock take for office stationery, cleaning materials, office refreshments and report to the immediate supervisor.

PRIMARY FEATURES OF THE JOB

TYPICAL DECISIONS TAKEN

- The incumbent is expected to decide on the most appropriate way to respond to all calls within the laid down policies and procedures, with minimum involvement from supervisor.
- Decides on the accuracy of the accounts for calls made and issued to the relevant staff members.
- Decides on the basic steps required to respond to the visitor's request, ensuring that the company's professional image is upheld and promoted at all times.

Supervision

- Daily informal contact with the immediate supervisor to receive directives and to keep the immediate superior updated on all extraordinary incidents possible requiring the superior's attention.
- The incumbent is required to be a self-starter, initiating action where required.
- Acts within clearly delineated standards and task requirements, may decide scheduling of tasks or changes of order of work progression, but does not change agreed processes or criteria.

Pressure of Work Physical Effort

- Normally the pressure is low to moderate, however it may increase with simultaneous requests which have to be attended to against time deadlines.

The incumbent will be responsible for any additional work which is reasonable and within the position environment from time to time.

APPLICATIONS:

- Interested candidates meeting the minimum requirements are encouraged to submit their applications accompanied by a comprehensive CV and certified supporting documents to the following email address: hr@a26man.com.na
- Please note that only shortlisted candidates will be contacted.

CLOSING DATE: 28 March 2026