

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

POST HOLDER:

JOB TITLE : **Receptionist**

CORECODE :

POST LEVEL AND SALARY CODE : **4**

LOCATION :

POSTS REPORTS TO :

DATE OF APPOINTMENT :

B. JOB PURPOSE

To render receptionist services

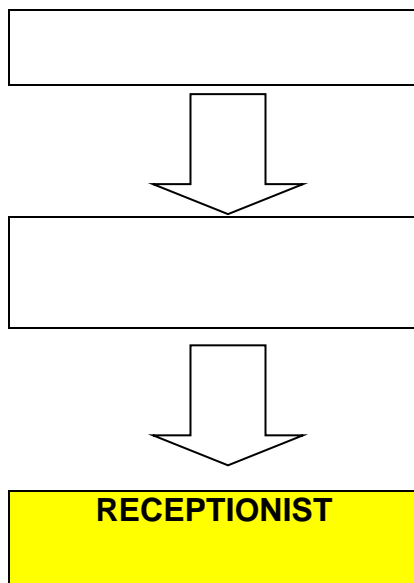
C. KEY PERFORMANCE AREAS

- Receive telephonic calls, messages and channel to relevant role players.
- Welcome, receive and direct clients to relevant units
- Provide relevant information as required
- Operate office equipment such as fax machines and photocopiers
- Liaise with internal and external personnel
- Maintain telephone directory.
- Maintain and control visitor register at reception

D. EXAMPLE OF A TYPICAL POSITION IN THE ORGANISATION AND ORGANISATION STRUCTURE

NOTE:

This organizational structure serves as an **example only**. Each department or institution should design its organizational structure to suit its specific needs and circumstances. Please note the old adage that structure follows strategy.



E. INHERENT REQUIREMENTS OF THE JOB

Consult the feeder competencies in the draft competency framework for middle managers and determine the skills and competencies required for this job. It should be noted that a number of competencies would not be applicable to this job. Please note further that the descriptions and definitions should be utilised but the level of proficiency should be adjusted to fit the level of the job. The competency framework is available at Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/dpsa2q/documents/ep/MMCFDictionaryConsolidated18July.pdf>

F. APPOINTMENT REQUIREMENTS

Minimum appointment requirements

- NQF level 4 or 5 (A grade 12 certificate or equivalent).

Experience

- No experience required

Inherent requirement of the job:

- Must be computer literate
- Sound organizational skills
- Good people skills

- Basic written communication skills
- Client orientation and Customer focus
- Good communication
- Telephone etiquette

G. CAREER PATHING

Compliance with the requirement of higher posts.

H. AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

I. PERFORMANCE AGREEMENT

The Performance Agreement of the incumbent, which contains a work plan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the incumbent should adhere to during the execution of his/her key performance areas.

J. JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF MANAGER

DATE:

DATE: