

Receptionist 2 (Benchmark JD)

Evaluate
1. Job Summary

JOB INFORMATION

1. INTERVIEW AND JOB DETAILS

1.1. Interview details

Date of Interview	16-Feb-2016
Input Date	27-Aug-2017
Method of Info Collection	JE Cordination Process - Benchmark JD

1.2. Job details

Identifier	ID 15245
Job Title	Receptionist 2 (Benchmark JD)
Department Job ID	04705
Department/Provincial Administration/Other Org.	Department of Public Service and Administration

1.3. Job evaluation summary

Benchmark Type: National

Public Service Benchmark

Archive Job	No
Lock Job	No
Last Modified Date	18-Sep-2017
Modified By	Robert

1.4. Other

Score	244,98
Grade	4
Job Owner	Assistant System Administrator Role

JOB PROFILE SUMMARY

2. Responsibility	4
3. Thinking Demands	4
4. Knowledge	2

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5. Communication

2

6. Environment

1

2. RESPONSIBILITY

HUMAN RESOURCES

The postholder is not required to manage staff.

FINANCIAL RESOURCES

EXPENDITURE

The postholder has no responsibility for expenditure.

INCOME

The postholder has no responsibility for income.

EQUIPMENT

The postholder is responsible for the following equipment:

- Office (PC, photocopier, data projectors, cell phones etc)

The nature of the involvement is:

- Use or shared use
- Ensure serviceability

The value of the equipment described above is:

R Tens of thousands

STORES & LIVESTOCK

The postholder is not responsible for stores and livestock.

LAND & BUILDINGS

The postholder does not have any responsibility for premises.

AUTONOMY

Core responsibilities of the job from List 1 are:

- Clerical

The structure of the job is best described as:

Procedural - Work content straightforward but requires some interpretation

ADVISORY RESPONSIBILITY

The postholder is required to provide the following advice:

- | | |
|---|----------|
| • Procedural advice | Standard |
| • Technical/functional/operational advice | Standard |
| • Department policy/strategy | Basic |

IMPACT

The postholder's work directly influences:

- | | |
|---|-----------|
| • Immediate working environment (e.g. own section) | Extensive |
| • Wider work environment (bigger than immediate but smaller than own directorate - e.g. own division) | Moderate |
| • Own directorate/chief directorate/branch | Limited |
| • Own department | Limited |
| • General public | Moderate |

The type and extent of the post's impact is:

- | | |
|---|---------|
| • Provision of advice to senior managers/colleagues | Limited |
| • Impact on services provided to the General Public | Limited |

RISK OF ERRORS

Significant risk of error in the post is due to:

- High work volumes

The majority of errors would be detected:

Wider working environment (e.g. bigger than immediate but smaller than directorate e.g. division)

The consequence of error is:

Could involve time and/or cost to correct

Errors are detected:

Within a day

3. THINKING DEMANDS

UNDERSTANDING JOB INFO

The job information received/issues considered usually concern:

A single subject area

The postholder must regularly absorb and understand the following information/issues:

- | | |
|---|----------|
| • Work instructions/guidance | Routine |
| • Procedural | Standard |
| • Functional/operational/technical/professional | Standard |
| • Department policy/strategy | Standard |
| • Government/Public Service policy/strategy | Standard |

The information available to the postholder is:

Partially incomplete

The postholder is required to carry out the following analysis on information:

- | | |
|-------------------------------|-----------|
| • Gather relevant information | Sometimes |
| • Analyse information | Sometimes |
| • Present results of analysis | Sometimes |

PROBLEM SOLVING

Assistance or advice available to the postholder includes:

- | | |
|--|---------------|
| • Referral to a more senior or experienced employee (does not refer to direct supervisor/manager only) | Almost Always |
| • Standing instructions or procedures | Almost Always |
| • Functional/technical/professional standards/guidelines | Almost Always |
| • Established precedents | Almost Always |
| • Detailed policy guidelines (e.g. departmental policies) | Almost Always |

The following best describes the majority of conclusions made by the postholder:

Limited options

Problem solving that is subject to deadlines are:

- | | |
|-------------|----------|
| • Immediate | Frequent |
|-------------|----------|

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- | | |
|----------------------------|------------|
| • Within the day | Infrequent |
| • Within the week | Infrequent |
| • Within a month or longer | Infrequent |

PLANNING

Planning is guided by the following existing plans/precedents:

- Work processes

The postholder's planning impacts the following areas:

- The jobholder's own work
- Immediate working environment (e.g. own section)
- Wider working environment (bigger than immediate but smaller than directorate, own division)

AUTHORITY

The level of decision making required by the job is:

Defined decisions

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work

CREATIVITY

The level of innovation/creativity required is:

Limited

4. KNOWLEDGE

BREADTH OF KNOWLEDGE

The range and depth of knowledge required is best described as:

Knowledge of a limited range of work procedures

PRIOR EXPERIENCE

QUALIFICATIONS

The following minimum qualification is required for the post:

NQF levels 4 and 5 (National Certificate/Higher Certificate)

SKILLS

The following specific skills are required for the job:

- | | |
|---------------------|-------|
| • Numeracy | Basic |
| • Literacy | Basic |
| • Typing | Basic |
| • Computer literacy | Basic |
| • Language skills | Basic |

No specific skills are required for the job from List 2.

5. COMMUNICATION

RANGE OF CONTACTS

The postholder's main contacts, as a requirement of their job, are:

- | | |
|---------------------|--------------|
| • Co-workers | Daily |
| • Supervisors | Daily |
| • Management | Monthly |
| • Senior Management | Occasionally |
| • Other Departments | Monthly |

Additional contacts are:

- | | |
|------------------|-------|
| • General public | Daily |
|------------------|-------|

CONTENT OF COMMUNICATION

The postholder regularly has to communicate the following types of information:

- | | |
|--------------------------|----------|
| • General Information | Standard |
| • Procedural information | Standard |

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- Department policy/strategy Routine

VERBAL COMMUNICATION

The postholder requires the following communication skills:

- Routine exchange of information requiring helpfulness and politeness Daily
- Providing or obtaining information requiring simple explanation Daily

WRITTEN COMMUNICATIONS

The postholder is required to produce the following written communications:

- Routine notes/memos/letters Daily

6. ENVIRONMENT

PHYSICAL ENVIRONMENT

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

PHYSICAL DEMANDS

The following physical demands are made on the postholder:

- Prolonged use of computer Daily

The postholder is not subject to any unsociable conditions or hours.

HAZARDOUS CONDITIONS

The postholder is not exposed to any hazardous conditions.