

VACANCY

Receptionist

Reference: PPSA 03/09/2022

Location: Kwa-Zulu Natal, Durban

Remuneration: R176, 310.00 per annum plus benefits

Requirements:

A 3 year National Diploma in Public Administration/Public Management/ Business Management/Office Management/Management Assistant/Secretarial Services or any 3 year administration related qualification • A minimum of 1 year relevant experience in Office Administration and Customer Care environment • Previous proven experience as Receptionist or Switchboard Operator would be advantageous • Proficiency in Microsoft Office is essential.

Competencies and Skills:

Excellent interpersonal and communication (both written and oral) skills, demonstrating outstanding ability to correspond with colleagues, internal and external customers

- Reliable and hardworking • Accuracy. Ethical conduct • Attention to detail • Ability to maintain a high level of confidentiality • Professionalism • Good customer service skills
- Ability to meet deadlines and work under pressure • Ability to maintain a high level of confidentiality. Computer literacy (Ms Word, email, internet) • Ability to operate a switchboard
- Good telephone etiquettes • Customer orientation • High level of professionalism.

Key responsibilities and duties:

Handling of receptionist duties i.e. professionally handling of front office queries • Welcome visitors, guests and clients • Respond to relevant personal, telephone, email and written enquiries and requests • Ensuring front office is clean • Answering all incoming calls • Handling incoming and outgoing calls • Accurately record messages and distribute to relevant personnel and Business Units • Compile and update internal/ external telephone directory • Supply basic information to clients about the functions of the office • Records management, receiving of documents at front office and distributing to relevant staff.

Enquiries: Ms S Zulu, at tel: (031) 307 5250/5300

Note: All appointments will be done in terms of the Public Protector Act and a 12 month probation period which may be extended to 18 months will be applicable.

The successful candidates will be expected to sign the secrecy declaration form and a performance agreement within 2 months of accepting the position.

All successful candidates will have to undergo security clearance and vetting.

The Public Protector South Africa reserves the right not to fill the vacancies.

Applications must be accompanied by a covering letter with a detailed CV, 3 contactable references, recently certified (within 6 months) copies of qualifications (matric certificates, certificates of qualifications), a valid Driver's License(where required) and ID document.

Applications not complying with the above will be disqualified.

Correspondences will be limited to the short-listed candidates. Should you not be contacted within 2 months, please consider your application to be unsuccessful.

The Public Protector South Africa is an equal opportunity, affirmative action employer and is committed to the achievement and maintenance of representivity (race, gender and disability).

Preference will be given to the candidates whose appointment or promotion meets the requirements for Employment Equity representivity in the Institution and who resides in the province the position is in.

Please direct your application, stating the relevant reference number as follows:

For the attention of **Ms S Zulu** by email to **ApplicationsKZN@pprotect.org**

Please also quote the position and reference number on the email subject line when applying.

CLOSING DATE: 30 September 2022 AT 16:30