

DURA MOTORS LIMITED

Business Name: DURA MOTORS LIMITED
Duty Station: NDEEBA, KAMPALA
Job Title: RECEPTIONIST
Department: CUSTOMER SERVICE

Job Purpose

The business duties of a receptionist may include answering visitors' enquiries about a company and its products or services, directing visitors to their destinations, sorting and handing out mail, answering incoming calls on multi-line telephones, setting appointments, filing, record- keeping, keyboarding/data entry and performing a variety of other office tasks, such as faxing or emailing.

She will also assume some security guard access control functions for our organization by verifying employee identification, issuing visitor passes, and observing and reporting any unusual or suspicious persons or activities.

The receptionist will be our first business contact a person will meet at our organization. Our Organization expects that the receptionist maintain a calm, courteous and professional demeanor at all times, regardless of the visitor's behavior. Some personal qualities that a receptionist is expected to possess in order to do the job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, Quick-thinker, attentive to detail, maturity, respect for confidentiality and discretion, a positive attitude and dependability.

RESPONSIBILITIES & MAIN ACTIVITIES:

Duties will include but not limited to:

- Help organize rotas and have a hands-on approach to general reception duties and providing a warm welcome to every visitor or caller with excellent customer care service.
- Maintain office security by following safety procedures and controlling access via the reception desk.
- Provide general administrative and clerical support to all staff members.
- Take and relay messages on behalf of the staff.
- Ensure knowledge of staff movements in and out of the organization
- Ensure tidy, healthy, and clean reception area at all times in addition to public areas – meeting rooms, showrooms, conference rooms, public toilets, compound area, etc.
- Assist with the induction and instruction of staff in the use of all equipment associated with the Reception and Switchboard area to enable staff use the equipment effectively.
- Answer the telephone in a clear, positive, and professional manner to ensure good customer care of all enquiries.
- Receive and sort mail and deliveries.
- Schedule appointments and maintain appointment diary either manually or electronically.
- Organize conference and meeting room bookings.
- Perform other clerical receptionist duties such as filing, photocopying etc
- Perform ad-hoc administrative duties

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Profile

Minimum qualification: **Bachelor's degree**

Age: **21-28 years**

Sex: **Female**

Experience level: **2-3 years**

Knowledge:

- Automotive Industry knowledge, Office administrative and clerical procedures, customer services & MS Office suite

Experience length:

- Minimum 2-3 years of experience as a Front Desk Receptionist/Personal Assistance/Records & Archive admin in a reputable organization.

Skills:

- Personal & Environmental Organization, Verbal and written communication skills, Professional personal presentation, Information management, Organizing and planning, Attention to detail, Initiative, Reliability, Stress tolerance attentiveness, a well-groomed appearance, loyalty, Quick-thinker, attentive to detail, maturity, respect for confidentiality and discretion, good phone etiquette, a positive attitude and dependability.

Job Application Procedure

Please put the Job title in the subject body of the e-mail

E-mail your CV & Academic documents to hr@duramotors.co.ug