



JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Receptionist cum Telephone Operator	DEPARTMENT: Administration
POSITION REPORTS TO: Administrative Officer	
POSITION IS REPORTED BY: NA	
MAJOR JOB RESPONSIBILITIES	
<ol style="list-style-type: none">1. Dials outward inter-campus, local and long-distance telephone numbers for the faculty/staff on PBX console; and receives incoming calls and directs them to the person called upon.2. Operates fax machine; sends and receives Fax messages for the entire campus.3. Maintains record of employees' personal long-distance calls and forwards it to the Administration Officer for any necessary action.4. Facilitates the students, candidates, external training participants and visitors with their queries face-to-face and on telephone.5. Assists the Academics Department in conveying the message of class cancellation in case the internet is not working.6. Receives post from the different campuses and distributes to the concerned persons.7. Maintains folders of Faculty, staff and students related miscellaneous forms and issues the forms on demand.8. Maintains the incoming and outgoing log of all mails. Properly handover mails to courier agents and distributes the incoming mails properly to respective departments.9. Any other job when required and assigned by his immediate supervisor.	



PERSON SPECIFICATION

(1) Academic Qualification Required

Intermediate/Bachelors

(2) Specific Job-related Skills Required

1. Communication & Interpersonal Skills
2. Decent phone mannerism

(3) Specific Job-related Traits & Behaviors Required

1. Attendance & Punctuality
2. Cooperativeness & Coordination
3. Discipline

(4) Experience Required

At least 1 year experience in public dealing, as receptionist or on front desk in any Institution.