

ROLES AND RESPONSIBILITIES OF THE RECEPTIONIST

1. To maintain the main reception area in a professional and welcoming condition at all times.
2. Greet and welcome visitors and maintain a welcoming environment.
3. Handle face-to-face inquiries from visitors, parents, staff, and students, ensuring they are dealt with appropriately and in accordance with university rules.
4. Provide administrative support through phone and email, including answering, screening, and forwarding incoming calls and directing visitors to the appropriate person or department.
5. Keep record of visitors and staff/students signing in and out.
6. Operate standard office equipment such as EPABX, etc. in the reception area.
7. Distribute incoming mail to the appropriate departments.
8. Organize outgoing mail and arrange courier services as needed.
9. Maintain confidentiality, discretion, and professional behavior at all times.
10. Ensure office security and communicate with security guards as needed.
11. Perform other clerical duties such as photocopying, transcribing, filing, keeping records of office expenses, sorting and distributing paperwork, etc.
12. Collaborate with colleagues to resolve important administrative matters.
13. Perform other miscellaneous administrative tasks as required by the authorities.