



INTERNAL / EXTERNAL ADVERTISEMENT DIVISION: EAST LONDON REGIONAL OFFICE 12 July 2023		
REFERENCE NUMBER	POSITION: PERMANENT	NUMBER OF VACANCIES AVAILABLE
EL: 22/2023	REGIONAL RECEPTIONIST ALL INCLUSIVE REMUNERATION: TCTC (PER ANNUM) R268 700.00 – R354 300.00	1

MICT SETA seeks to employ a suitably qualified and competent **Regional Receptionist**: to act as the first point of contact for visitors and callers, to alert and undertake a range of other administrative tasks as identified by the Regional Manager.

The successful incumbent will be based at our East London Office and will report to the **Regional Manager: East London**

MINIMUM REQUIREMENTS:

- Matric plus NQF level 5 relevant qualification in Administration
- Minimum of 5 years reception and switchboard management experience
- Training in switchboard operation
- Flexibility in working hours will be required to meet the demands of the role
- May be required to work overtime
- Valid driver's licence and own vehicle

REQUIRED OUTPUTS

Switchboard services

- Operate the MICT SETA's receiving and transferring telephone calls, announcing callers, taking brief messages and passing these on via the email system or connecting callers to staff members personal direct line voicemail.
- Direct all voicemail messages on main office number to staff members.
- Maintain and ensure that the answer message is appropriate.

- Report telephone equipment and line faults to the ITC.
- Train all new staff in the operation of the telephone system, as part of the New Staff Induction process and take a pro-active approach to ensuring existing staff are properly trained on making full use of the system.
- Review and update on a regular basis the staff contact and telephone extension lists.
- Accurately receive and disseminate messages; keep staff phone extension list and staff roster current.

Front desk and reception services

- Manage the organisation's visitor register and direct such visitors and service providers according to MICT SETA's guidelines and protocols.
- Ensure at all times whilst on duty, the neatness and tidiness of the entrance, reception and boardroom areas.
- Ensure all visitors sign in and out.
- Post and update information on bulletin boards.
- Administration of incoming and outgoing courier and keep documents/parcels for collection and delivery.
- Provide general information and manage internal and external calls.
- Receive walk-in visitors and clients and deal with their requirements expeditiously.
- Administration of incoming and outgoing courier and keep documents/parcels for collection and delivery.

Administrative support

- Order front office supplies and keep inventory of stock.
- Update calendars and schedule meetings
- Arrange travel and accommodations and prepare vouchers.
- Keep updated records of office expenses and costs.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing.
- Route incoming and outgoing mail.
- Maintain postage machine: refill postage, submit supply requests and schedule maintenance.
- Route inter-office mail. Maintain interoffice envelopes
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges if applicable).
- Provide logistical support to meetings held in the Board Room, to include preparation of meeting and conference rooms and assist in arrangements for catering provisions.
- Assist with the registrations of assessors and moderators (ETQA) as requested.
- Assist with regard to accreditation requirement and check all the document to check if they are in compliant.

Compliance and risk

- Raise matters in relation to adherence with internal policies and procedures.
- Ensure compliance to Health & Safety protocol for the MICT SETA.

Customer and client services

- Ensure that correct contact details are provided to stakeholders, as requested.
- Direct any calls to the relevant divisions and relay messages to respective employees via email.
- Report any emergencies to the Manager as and when they occur.
- Ensure that the Front Desk is always attended to during the working hours.

- Provide marketing material and information to the public with regard to the MICT services.
- Arrange and coordinate regional office events as requested.

KNOWLEDGE, ATTRIBUTES AND SKILLS

- Customer Centricity
- Ethical
- Innovative
- Committed
- Meritocracy
- Collaboration Responsive
- Administration
- Planning and organising
- Communication (written and spoken)
- Customer relationship
- Telephone etiquette
- Switchboard operations
- Time management
- Good interpersonal relations
- Professionalism
- Able to work under pressure
- Attention to detail
- Initiative
- Neat personal appearance
- Demonstrate ability to work well as part of a team

Application:

CVs and qualifications of suitably qualified persons must be forwarded to the Human Resources Division for the attention of: Mrs. Boipelo Ramafoko (Recruitment@mict.org.za) by no later than **16 July 2023**. Queries may be directed to 011-207-2600.

Should candidates not hear from us 30 days after the closing date of applications, they should consider their application unsuccessful. Please note this is an open position.



White, Indian, Coloured and people with disabilities are highly encouraged to apply for this position in-line with the MICT SETA Employment Equity Targets.