



VACANCY

RECEPTIONIST

Vodafone Vanuatu is seeking a Receptionist to be based in Port Vila.

Mission

The main mission of the role is responsible for greeting visitors and delivering exceptional customer service assistance. This entails answering calls and fielding them, accordingly, addressing visitor questions and needs, and providing an overall welcoming environment. This oftentimes includes performing ad hoc administrative duties as needed.

Function

- Welcome visitors in a warm and friendly manner, and answer any questions visitors have
 - Accompany guests to and from their seats and also to other departments
 - Practice proactive measures to manage crowds and queues
 - Ensuring that complaints are dealt with efficiently
 - Provide and maintain a safe and enjoyable environment for guests;
 - Answer and direct phone calls in a polite and friendly manner
 - Handling queries and complaints via phone, email and general correspondence
 - Transferring calls as necessary
 - Taking and ensuring messages are passed to the appropriate staff member on a timely basis
 - Keep detailed and accurate records of visitor requests and of calls received
 - Maintain reception area and all common areas in a clean and tidy manner at all times
 - Receiving and dispatching deliveries
 - Maintaining safety and hygiene standards of the reception area
 - Overseeing office services like cleaners and maintenance service providers
 - Take inventory of supplies and restock as needed
 - Possibly handling event coordination, both internally and externally
 - Perform other job-related duties as required.
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Competences:

1. Knowledge

- High school diploma or general education degree (GED) required
- 2-3 years of relevant experience in an office environment
- Proficient in Microsoft Office
- Familiarity with multi-line telephone systems

2. Skills

- Excellent verbal communication
- Good telephone communication etiquette
- Organized and resourceful
- Customer-focused
- Active listener
- Courteous

- Attention to detail
- Exceptional multitasker

3. Personal characteristics

- Reliable/Honest
- Ability to work in a team
- Ability to work under pressure
- Comfortable multi-tasking and prioritizing tasks without guidance
- Punctual with strong attendance history

Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or valerie.dinh@vodafone.com.vu before on **Wednesday 07th September, 2022**.