

# POSITION DESCRIPTION



## RECEPTIONIST

Position No.	MEL2309
Vacancy Type	Internal & External
Classification	PSI 9
Salary	Rs. 18,200 x 500 – 22,200 x 600 – 27,500 x 800—32,300
Employment Type	Permanent position
How to Apply	<p>Online applications are preferred. For online application and downloading Application Form, please visit: <a href="https://www.mauritiusmetroexpress.mu/job-vacancies/">https://www.mauritiusmetroexpress.mu/job-vacancies/</a></p> <p>Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - <a href="mailto:career@metroexpressltd.org">career@metroexpressltd.org</a></p> <p>Via post: Applications together with scanned copies of academic qualifications can also be addressed to: - <b>Human Resources Manager</b> Metro Express Limited, Level 3, SICOM Tower, Wall Street, Ebène 72201</p> <p>The envelope or the title of the email should be clearly marked "Receptionist".</p>
Position deadline	<b>Monday ,01 May 2023</b> Application made without completed MEL Application Form and received after the closing date will not be considered.

**Job Title:**

Receptionist

**Reporting Line:**

Office Administrator/Human Resource Manager

**Function/Division:**

Administration

**Location:** Ebene/Richelieu**Qualifications:**

- (i) Possess a Cambridge School Certificate with credit in English Language and French obtained on one certificate or passes in at least five subjects with at least Grade C in English Language and French obtained on one certificate at the General Certificate of Education "Ordinary Level" or any equivalent qualification acceptable to the Board of MEL;
- (ii) At least one (1) year experience in any customer service related field – experience in hospitality/tourism will be an added advantage;

**Attributes:**

- a) Ability to communicate in English and French and be computer literate;
- b) Ability to work in a team and possess qualities such as reliability and trustworthiness with excellent customer services skills.

The duties and responsibilities include but not limited to:

1. To operate the reception counter, wherever applicable and maintain safe and clean reception area;
2. To greet/usher in visitors, maintain a register of all visitors and maintain security awareness;
3. To ensure knowledge of staff movements in and out of the office;
4. To answer calls professionally and forward/screen phone calls as necessary;
5. To operate switchboard/IPPBX console;
6. To take messages from outside callers and transmit same to officers concerned;
7. To handle any queries and complaints via phone, email and general correspondence;
8. To coordinate meetings and organise conference/meeting room bookings;
9. To maintain appointment diary either manually or electronically;
10. To operate office equipment such as duplicating, photocopying, fax and binding machines;
11. To assist in the arrangement of furniture and equipment within the premises;
12. To provide general administrative and clerical support;
13. To prepare and serve tea/coffee; and
14. To perform such other duties related to the main duties listed above or related to the roles ascribed to him.

**MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidate.**