



The Community Schemes Ombud Service Act (Act 9 of 2011) was promulgated on 11 June 2011 and provides for the establishment of the Community Schemes Ombud Service (“CSOS”) as a public entity. The CSOS has been classified as a Schedule 3A Public Entity in terms of the Public Finance Management Act (Act No.1 of 1999) (PFMA)

RECEPTIONIST: WESTERN CAPE PROVINCE

The position reports to the Office Manager

Key responsibilities:

- Receive, welcome and attend to visitors and guests, displaying excellent customer relations.
- Receive and handle documents and correspondence and direct them to the relevant person.
- Receive and screen telephone calls, in a professional manner.
- Identify the needs, wants and expectations of customers to direct them to the right area / person as quickly as possible.
- Record messages, handle telephonic enquiries, maintain telephone directory.
- Screen, record incoming mail and documents.
- Dispatch deliveries and marketing material.
- Administer attendance register for meetings.
- Coordinate courier services.
- Render administrative task i.e. typing of documents as and when required.
- Ensure that boardrooms are well kept, that there are no meeting booking’s clashes.
- Provide general administrative tasks, as requested.
- Report on general administrative tasks conducted on monthly basis.
- Be professional when screening calls, taking messages or transferring calls.
- Assisting clients telephonically.
- Manage the receipt of faxes and route them to appropriate individuals.

Requirements

- Matric
- 2+ years in office support and reception
- Basic MS Office (Excel, Word, PowerPoint)
- Outlook (email)

Attributes

- Knowledge of general office administration
- Telephone etiquette skills
- Knowledge of customer service
- Honesty and integrity is essential
- Have attention to detail
- Professional dress code
- Knowledge of organisational processes and policies
- Excellent verbal communication

Enquiries: Ms Lindi Sibiya, Human Resources Manager, tel. (010) 593-0533.

Applications, including a covering letter and accompanied by a CV and certified copies of qualifications and ID, must be addressed to the Human Resources Manager, Ms. Lindi Sibiya and e-mailed to: recruitment4@csos.org.za.

Successful candidates will be required to undergo a competency assessment, enter into a performance agreement and be subject to security clearance procedures.

Closing date for applications: 18 September 2018.

Should you not hear from us within a period of 2 months of the closing date, please consider your application unsuccessful.

(Ref. CSOS/RWC/09/18)