# **Receptionist**

**Position**

The receptionist plays a critical role in our external relations, often being the first point of contact to the hospital for our patients, clients and partners, as well as telephone inquiries from our key prospective patients, partners, media, public, and other stakeholders. The working hours for this position are based on an agreed schedule submitted to the hospital management for approval.

**Responsibilities:**

* Greet visitors in a kind and respectful manner and direct visitors to their scheduled appointments.
* Answering phones in a professional manner, routing calls as necessary and directing them to the appropriate staff member.
* Make appointments with clients, schedule interpreters, confirm appointments, and make appointment reminders as needed.
* Collect, verify, enter a database, and file client data to contribute to the file management, monitoring, and evaluation system.
* Manage office space and direct sitting arrangements in the waiting area
* Keep the reception and waiting areas welcoming and tidy, and make sure safe drinking water and cups are always available at the water dispenser
* Set up supplies for information sessions
* Assisting clients in finding their way around the office.
* Announcing clients as necessary.
* Helping maintain workplace security by issuing, checking, and collecting badges as necessary and maintaining visitor logs.
* Receive mails and hand them to the appropriate recipients.
* Assisting with a variety of administrative tasks, including copies of forms and leaflets kept at the Reception.
* Assist in basic typing, printing, and photocopying needs.
* Monitor stock of office supplies
* Performing ad-hoc administrative duties.

**Essential:**

* A South Sudanese National
* Minimum of one year experience in customer service
* Cordiality and diplomacy
* Multicultural sensitivity and ability to work with people from different cultural backgrounds and across varying language barriers
* Ability to take initiative to improve office systems
* Attentiveness and excellent organisational skills
* Strong working knowledge of Microsoft Office software, basic data entry, and Google platforms
* English fluency, written and verbal
* Good time management skills.
* Experience with administrative and clerical procedures.
* Able to contribute positively as part of a team, helping out with various tasks as required.
* Fluency in English and at least basic Arabic

**Reporting and Management Arrangements**

* The Receptionist will report directly to the Hospital Administrator, but ultimate accountability will be to the Medical Director.

**Application**

Please e-mail your statement of interest and CV to [contact@ambumed.org](mailto:contact@ambumed.org) and [ambumedhospital@gmail.com](mailto:ambumedhospital@gmail.com) with the subject line **’ Receptionist’** by **10th May 2024** by **5:00 PM.**

Shortlisted candidates will be informed via email/ phone. Unfortunately, due to the high level of interest/ applications, we may not be able to reply to all applicants.