

**Position Title: Receptionist (1 position)**

**Reports to:** Administration and Fleet Manager  
**Employment Type:** Full-time  
**Job Location:** Dar es Salaam  
**Travel:** Not required

**Overall Job Function:**

The Receptionist is responsible for front desk office duties and ensuring day to day administrative issues are done accordingly.

**Specific Responsibilities and Duties:**

- Make records for all program dispatches (parcels and mails) via DHL/Post office, hand delivery and courier
- Maintain a log book for all outgoing and incoming program mails and packages
- Maintain the image of the reception and ensure all is in good working order.
- Welcome visitors and handle incoming and outgoing calls, including webinar and conference calls.
- Maintain the sequence of reference number of all outgoing letters and keep copies of all outgoing letters.
- Receive and record all incoming letters, hand delivered items, and other documents arriving at the front desk.
- Ensure office telephones and fax are working; screen callers and promptly direct them to the appropriate person.
- Coordinate travel for staff and visitors including booking accommodation and flights.
- Organize and report office maintenance and repair work
- Perform any other tasks assigned by the supervisor.

**Qualifications, Knowledge, and Skills:**

- **Required Education:** Bachelor's degree/ Diploma in Business Administration or related field
- **Required Work Experience:** Minimum 3 years of relevant experience. Must have experience with front desk and customer management.
- Effective communication skills, both written and verbal in both Kiswahili and English.
- Strong organizational and stress management skills.
- Proficiency in Microsoft Office, particularly with Excel.
- Ability to work with little to no supervision.