

|                       |   |
|-----------------------|---|
| <b>Salary Band 2A</b> | <b>Receptionist: Front Desk Officer for the Climate Cluster</b> |
| Reports to:           | Cluster Coordinator: <b>Climate Cluster</b>                     |
| Duration              | Until – 31 December 2024  |

## 1. PROGRAMME BACKGROUND

Germany provides a visible and impactful contribution to support the South African Government in reaching its goals to tackle the challenge of climate change. The **Climate Support Programme (CSP 4)**, funded under the **International Climate Initiative (IKI)**, a financing vehicle by the **German Ministry for Environment, Nature Conservation and Nuclear Safety (BMU)** is supporting the **Department of Forestry, Fisheries and the Environment, (DFFE)** in developing and implementing climate change policy.

Areas of technical and financial support include the topics of adaptation to the adverse effects of climate change, mitigation of greenhouse gases, monitoring and evaluation, Climate Changes Response Support Programmes (Implementation of Climate Action) as well as Climate Policy and Governance.

Against this background the CSP4 is looking for Receptionist **for the Climate Cluster**.

### A. RESPONSIBILITIES

The Receptionist is responsible for:

- Liaising with customers in a service-oriented manner on behalf of the Climate Cluster by providing a professional phone service, personally welcoming visitors and maintaining a high standard in the reception area.
- Dealing with phone calls related to GIZ.
- Ensuring incoming and outgoing calls are efficient and uninterrupted.
- Performing reception and secretariat services on a daily basis.

### B. TASKS

#### 1) Office work and services / reception

The Receptionist:

- Answers and accepts phone calls and/or forwards them.

- Processes the procurement of stationery requests for the office colleagues.
- Maintains a call back list of all incoming calls which cannot be taken by the relevant staff member.
- Assists with sorting and distributing incoming correspondence (email, fax, other official documents).
- Operates the answering machine appropriately.
- Registers, documents and organises incoming and outgoing correspondence (fax, emails, packages and personally delivered messages).
- Handles national and international mail and courier services in a structured and Organised manner.
- Ensures that visitors are comfortable.
- Is responsible for front door security including operation of alarm system and keeping an attendance register of visitors.
- Ensures creation and/or regular updating of a list of contacts and addresses (telephone, fax, email).
- Is responsible for distributing and accepting documents and packages to/from government institutions, embassies etc., and is responsible for these.
- Ensures periodicals are disseminated.
- Booking and reservations of (GIZ internal) boardrooms and access to communication equipment (booking, register, management of keys, liaising with support staff, provide required material).
- Support to the logistics officer in preparing workshops and meetings.
- Oversees cleaning of boardrooms before/after meetings (i.e., removal of tableware, coffee, ensures cleaning of dishes and return of dishes to respective boardroom/kitchen).
- Provides extended and necessary support on fleet management.
- Reports need for service and organizes handyman (i.e., for painting, moving office furniture etc.).
- Performs other duties and tasks at the request of management.

### **C. REQUIRED QUALIFICATIONS, COMPETENCES AND EXPERIENCE**

#### **Qualifications:**

- Suitable Secondary School education.
- Certificate/Diploma or similar qualification from a recognised clerical college.

**Professional experience and skills:**

- 1-3 years' professional experience in a comparable position;
- Proven experience of working in a team environment;
- Good communication and intercultural skills.

**Other Knowledge, Additional Competences:**

- Politeness and helpfulness in dealing with visitors.
- Willingness to upskill as required by the tasks to be performed – corresponding measures to be agreed with management.
- Willingness to take responsibility when required and be pro-active.
- good working knowledge of ICT technologies (related software, phone, fax, email, the internet) and computer applications (e.g. MS Office).
- Handles national and international mail and courier services in a structured and organised manner.

**D. ADDITIONAL INFORMATION**

- This position is Pretoria based; and
- The contract period for this position is until **31 December** 2024 in line with commission period of the programme.

**E. APPLICATION PROCESS**

Suitable candidates should apply for this position apply by submitting **motivation letter (max. 1 page)** detailing why they should be the preferred candidate This should be accompanied by a **detailed CV indicating their nationality** to: [recruit-pretoria@giz.de](mailto:recruit-pretoria@giz.de) for the attention of Head of Unit: HR with the Subject Line: “**Application for Receptionist, Climate Cluster**”.

Closing date for applications: **06<sup>th</sup> May 2022.**

**Only shortlisted candidates will be contacted.**

**Applications without a motivation letter will not be considered!**