



Job Title:	Receptionist (non-permanent) – 3 Months Contract
Organisation:	National Electronic Media Institute of South Africa (NEMISA)
Department:	Administrative and Facilities Support
Location:	Auckland Park, Johannesburg
Salary Grade:	5, Notch 1
Upward Reporting Relationships:	Manager: Administrative and Facilities Support
Reference Number:	NEM-10/09/2024

MAIN PURPOSE OF JOB

To provide effective, efficient and professional support in the coordination of front-desk activities, including the distribution of correspondence and directing of phone calls and mail to Institute employees.

JOB OBJECTIVES

- Coordinate and direct incoming calls for the Institute in a professional manner
- Provide message service for non-transferrable calls and ensure that recipients receive messages in a timely manner
- Receive all Institute guests in a professional manner and advise guest recipient of their presence
- Promote the integrity and brand of the Institute by ensuring that the front-desk and related area is clean and in order
- Ensure accurate information is conveyed to all stakeholders on Institute business and employees
- Order front-desk supplies as required and in line with Institute policies and procedures
- Ensure appropriate access control and advise Manager of bridge of security
- Receive, sort and direct all mail (electronic and physical) for the Institute
- Provide administrative support in the filing, photocopying, transcribing and faxing of documents as required
- Coordinate courier services as required, and follow up on documents and packages, in line with SCM processes
- Provide support in the logistical arrangements for Institute employees and guests as requested from time to time
- Participate in internal and external stakeholder forums as directed
- Represent and participate in the Institute's task teams as and when required
- Attend meetings and present information to members and management as directed
- Build inter-business unit relationships to support the execution of operations
- Promote the external and internal credibility of the Institute through conducting business and activities in a professional manner

Tel: + 27 11 484 0583 | Fax: + 27 11 484 0615 | Physical Address: 21 Girton Road, Parktown | Postal Address: P.O. Box 545, Auckland Park, Johannesburg 2006, www.nemisa.co.za

Non-Executive Directors: Ms Molebogeng Leshabane (Chairperson); Ms Tobeka Buswana; Mr Melvyn Lubega; Mr Lionel Adendorf; Ms Nomonde Hlatshaneni; Ms Daisy Nyaradzai Samushonga
Executive Directors: Mr Trevor William Rammitwa (CEO); Ms Kimberly Matlosa (ACFO); Mr Cello Ignatius Gardner (EM: Corp Serv)
Company Secretary: Ms Prudence Swarts

Reg no. 98/14825/08



REQUIREMENTS SPECIFIC TO THE JOB:

Qualifications:	Minimum: <ul style="list-style-type: none"> • Diploma or equivalent in Administration 	Ideal:
Experience:	Minimum: <ul style="list-style-type: none"> • 2-3+ years' experience in Reception and Front Desk Management and Coordination 	Ideal: <ul style="list-style-type: none"> • 5+ years' experience in Reception and Front Desk Management and Coordination
Knowledge:	<ul style="list-style-type: none"> • Knowledge of Public Service protocols and announcements • Use of telephonic equipment and electronic mail 	
Skills:	<ul style="list-style-type: none"> • Computer literate (MS Office) • Excellent verbal and written communication skills • Attention to detail • Empathy and active listening 	

COMPETENCY REQUIREMENTS:

Importance	Low	Medium	High
Proficiency	1 = Basic	2 = Advanced	3= Superior

COMPETENCY	IMPORTANCE	PROFICIENCY
Analysis and Problem Solving	Medium	2
Strategic Thinking	Medium	2
Detailed Focus	High	3
Planning and Organising	High	3
Logical Reasoning	High	2
Critical Judgement	Medium	2
Decisiveness	Medium	2
Information Gathering	High	3
Initiative	High	3
Commercial Acumen	Low	2
Flexibility	Medium	2
Written Communication	High	3
Verbal Communication	High	3
Impact and Influence	Medium	2
Emotional Maturity	High	3
Results and Quality Focus	High	3



Important note:

- Please email through comprehensive CV and certified copies of Qualifications/Supporting documents to: receptionist@nemisa.co.za
- If you do not hear from us within one week of the closing date, please regard your application as unsuccessful.
- Preference will be given to historically disadvantaged applicants.
- Only candidates who meet the minimum requirements should apply. Correspondence will only be limited to short listed candidates.
- NEMISA reserves the right not to make an appointment.
- Closing Date: **16 September 2024 (16:30)**

We are committed to Employment Equity when recruiting internally and externally. It is company policy to promote from within wherever possible. Therefore, please be aware that internal candidates will be considered first before reviewing external applicants, provided that this supports achievement of our Employment Equity goals.