



Alliance Française
Accra

Receptionist / Job Description

Position: Receptionist

Reports to: Head of Studies, Accounts Unit Manager

Liaises with: Heads of Departments, Customers

Purpose of the position:

Manage the front desk and be the face of the organization. Attend to visitors and deal with inquiries on the phone and face to face. Provide information regarding the organization to the general public, clients and customers.

Main Responsibilities:

General reception tasks

- Welcome visitors coming to Alliance Française
- Answer telephone, screen and direct calls
- Replying to emails in less than 48 hours
- Take and relay messages
- Provide accurate information to callers and visitors
- Direct visitors to the correct destination

Marketing support

- Review weekly marketing objectives and keep the customers informed on ongoing facilities and activities
- Encourage visitors to subscribe to various memberships, courses etc while they are waiting
- Ensure there is a good supply of up-to-date, clear and accessible documents in various locations at the reception

Administrative support

- Register students at the beginning of each new language session and issue student IDs
- Register new members and issue membership cards
- Enter customers data into Hanaf and make sure that data entry follows the strict procedure
- Provide general administrative and clerical support
- Cash payments and issue daily report on sales and registrations to the Accounts Unit Manager
- Sell student books to clients upon registration
- Any other duties as requested by the position

Education and Experience:

- HND in customer service or its equivalent
- Knowledge of administrative and clerical procedures
- Knowledge of relevant software application (MS Office). Knowledge of use of database (Hanaf) would be a plus.
- Awareness of customer service principles and practices
- Ability to work a switchboard

Key Competencies:

- Excellent presentation skills, both verbal and written
- Bilingual English/French is a plus. A good level of French is necessary
- High level of professionalism
- Dynamic and friendly personality
- Customer and service-delivery oriented
- Attention to detail and disciplined
- Reliable, resourceful and able to take initiatives
- Able to work in a stressful environment and to meet deadlines

To apply: Send your CV and a cover letter before 29th May. Position starting on 3rd June 2015.

Salary: Depends on experience. Benefits include: free access to language classes and cultural events, private health insurance & provident fund after the 3 months' probation period. Contract of 1 year renewable (3 months' probation period).