



Alliance Française
Accra

National Service Person for Reception

Position: Receptionist

Reports to: Client Service Representative

Liases with: Other staff of the department and the institution

Purpose:

The National Service Personnel will be responsible for assisting the Client Service Representative in Managing 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:

- Welcome visitors coming to Alliance Française
- Answer telephone, screen and direct calls
- Replying to emails in less than 48 hours
- Receive, sort and deliver mail
- Take and relay messages
- Provide accurate information to callers and visitors
- Direct visitors to the correct destination
- Review weekly marketing objectives and keep the customers informed on on-going 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
- 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 QuickBooks 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 Chief Accountant
- Sell student books to clients upon registration

Any other duties as requested by the Communications & Marketing Education and experience:

- BA in French
- Experience customers service

Keys competences:

- Good interpersonal skills
- Good command of MS Office Suite and Internet
- Dynamism and motivation
- Flexibility, reliability and professionalism
- Ability to work either alone or within a team

National Service conditions: 560Ghc + *Free French lessons*

Mode of application: Kindly send your CV and application letter to clientservice@afaccra.org or sg@afaccra.org before 15th March,2017

Website: www.afaccra.org