

Position Profile: CHE 010 (Secretary/Receptionist)

PART A: JOB DESCRIPTION

Section A: Position Title and Information

- **Position Title:** Secretary/Receptionist
- **Directorate:** Human Resources & Corporate Services
- **Grade:** B3
- **Reports to:** Human Resources & Corporate Services Manager
- **Peer Relationships:** Driver and Secretaries
- **Direct Subordinates:** None

Internal Liaison: All staff across Directorates

External Liaison: Service providers, consultants, visitors, and other stakeholders

Section B: Job Purpose, Duties and Responsibilities

Job Purpose

To provide professional, efficient, and client-focused secretarial, reception, and administrative support services to ensure smooth day-to-day operations of the Directorate and a positive institutional image aligned with Council on Higher Education (CHE) standards.

Key Accountabilities

1. Internal and External Support Services

- Receive, attend to, and respond to internal and external client enquiries in a timely and professional manner.
- Coordinate and schedule meetings, appointments, workshops, and official events.
- Provide logistical and administrative support for Directorate activities, including workshops, meetings, and stakeholder engagements.
- Maintain an organised and efficient office environment to support operational effectiveness.

2. Secretarial and Administrative Support

- Provide comprehensive secretarial support to the Human Resources & Corporate Services Manager and assigned staff.
- Prepare, format, and type correspondence, reports, minutes, and other official documents.
- Manage filing systems (both electronic and manual) to ensure proper record-keeping and easy retrieval of information.
- Track and manage incoming and outgoing correspondence to ensure timely responses.
- Monitor, order, and maintain office supplies and ensure adequate stock levels.
- Assist with travel arrangements, bookings, and claims where required.

3. Reception and Switchboard Operations

- Provide professional reception services, including welcoming and directing visitors appropriately.
- Operate the switchboard efficiently by receiving, screening, and directing calls to relevant staff.
- Ensure all enquiries are handled promptly, courteously, and accurately.
- Maintain a visitor log and ensure adherence to security and access protocols.

4. Mail and Document Handling

- Receive, record, sort, and distribute incoming mail and correspondence.
- Prepare and dispatch outgoing mail and courier items.
- Ensure proper documentation, tracking, and filing of all official correspondence.

PART B: JOB SPECIFICATION

Essential Requirements

Qualifications

- Diploma in Secretarial Studies, Office Administration, or an equivalent qualification

Experience

- At least 2 - 4 years' relevant experience in secretarial, administrative, or receptionist roles

Key Competencies

- Proficiency in Microsoft Office applications (Word, Excel, Outlook, PowerPoint)
- Document management and record-keeping skills
- Switchboard and office equipment operation
- Professionalism and strong ethical conduct
- Customer service orientation
- Strong interpersonal and communication skills (verbal and written)
- Good organisational and time management skills
- Attention to detail and accuracy
- Ability to work under pressure and manage multiple tasks