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Receptionist

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Company: Africa Human Capital Development Plus Ltd/GTE

Location: Abuja, Nigeria

Category: other-general

Job Title: Receptionist

Organisation: Africa Human Capital Development Plus (Africa HCD+)

Location: Abuja, Nigeria

Date: 20th March 2024

Apply by: 3rd April 2024

BACKGROUND

Africa HCD+ is a platform funded by Bill and Melinda Gates Foundation (BMGF) and will have the capability to serve as an African voice for advocacy, accountability, and transparency on HCD. It seeks to accelerate political commitments, decision-making and funding for key priorities towards realising SDGs #1-6 in Sub-Saharan Africa. It aims to incubate regional advocacy and technical assistance hub on Human Capital Development towards increasing African Government's commitment, funding, and accountability to HCD. The platform, through increased HCD advocacy, focuses on five pillars: (i) Health and Health Security; (ii) Nutrition and Food Security; (iii) Education, Skills Development, and Labour Participation;

(iv) Entrepreneurship, Financial Inclusion, and Digital Transformation; and (v) Gender transformative HCD.

Also, HCD sits across multiple Ministries, Departments and Agencies (MDAs) in many African governments. Hence, there has not been any organisation that holds an integrated vision for HCD. This makes an HCD-focused institution like the Africa HCD+ highly critical to further supporting the HCD agenda on the continent. HCD+ focuses on four strategic objectives: (i) Creating transparency on the HCD performance across the continent; (ii) Advocating with heads of state and decision-makers to make HCD a priority; (iii) Ensuring effective coordination and collaboration with stakeholders and decision-makers; and (iv) Selectively driving the implementation of flagship programmes in education, health, and economic inclusion. The programme has since commenced its activities in Abuja.

POSITION OBJECTIVES

The receptionist will support the day-to-day administrative work of the organisation as relates to managing company-customer relations, facilitating the preparation and execution of visitors' programme with the organisation, and providing effective customer service to customers, guests, partners, and other critical stakeholders to the organisation's operations.

RESPONSIBILITIES AND DUTIES

- Will be receiving visitors with the utmost of courtesy.
- Support the management of security and telecommunications systems within the organisation.
- Handle queries and concerns relating to the work of the company via phone, email, and general correspondence.
- Facilitate the transfer/referral of calls as necessary.
- Ensure that messages for the organisation are well-received and passed to the appropriate staff member in time.

REQUIREMENTS AND SPECIFICATIONS

- A minimum of West Africa Senior School Certificate Examination (WASSCE)/General Certificate of Education (GCE) Ordinary Level Certificates
- 5-7 years of serving as receptionist in reputable organisations
- Excellent listening skills
- Calmness and good instinct
- Good communication skills (written & oral)

LANGUAGE

- Fluency in English is a requirement, while working knowledge of French is an advantage.

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