



The Southern Academy for the Performing Arts

**SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION**

Receptionist
SID-2023-0112-HRA

TITLE: RECEPTIONIST	POSITION STATUS: CONTRACT <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/>
DEPARTMENT: ADMINISTRATION	SECTION: HUMAN RESOURCES AND ADMINISTRATION
REPORTS TO: HUMAN RESOURCES OFFICER	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Receptionist provides support in a professionally responsive and courteous manner, consistent with established standards and procedures. Responsible for the front desk of the organization and provides frontline service to all SAPA customers, visitors, vendors, and clients. Maintains the organization’s switchboard, greets various parties as they enter the office, and performs basic office and administrative functions. Responsible for the professional and efficient management of visitors, telephone calls and messages, as well as a variety of clerical and administrative duties that support the Human Resource and Administration Section.

Operational/Technical/Professional:

- Answers the switchboard and directs calls to appropriate members of staff.
- Greets all visitors and customers and directs them in accordance with their requests and inquiries.
- Ensures customer satisfaction by being courteous and responsive in all interactions.
- Responds to customer enquiries, concerns, or complaints by referring customer to appropriate source.
- Maintains strict adherence to the Organisation’s security procedures, reporting any unusual occurrences to the Supervisor.
- Provides office support services to ensure efficiency and effectiveness within the organization.
- Notifies supervisors, within 30 minutes of daily start time, regarding staff absences/delays.
- Receives all incoming calls and directs visitors and customers promptly, accurately, professionally, and courteously.
- Records, directs, and relays messages accurately and in accordance with stipulated time frames.
- Open and date stamp all general correspondence and direct to relevant department promptly and accurately.
- Maintains the general filing system and files correspondence as required.
- Provides support in the planning and preparation of meetings and conferences.
- Provides word-processing and clerical support by preparing documents and processing clerical work.
- Signs for deliveries when necessary and notifies recipients in accordance with stipulated time frames.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal: All Staff.

External: Visitors, Vendors, Customers.



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PERSON SPECIFICATION

Education:

- Five (5) CXC/GCE O' Level subjects. Two (2) of which must be English Language and Mathematics
- Customer Service certificate is required.

Experience

- A minimum of (2) two years' experience in a similar role.

JOB COMPETENCIES:

Knowledge/Skills

Knowledge of: Switchboard operations, Keyboarding, Office Procedures, Standard Office Equipment operations, Microsoft Office Suite

- Customer Service
- Planning and Organizing
- Teamwork
- Time Management
- Communication (oral & written)
- Technical and Professional Skills

KEY ATTRIBUTES:

- Attention to detail, requires being careful and thorough about details, recognizing the impact of decisions.
- Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
- Ability to use applicable information technology and systems to meet work needs.
- Strong organizational skills, ability to prioritize and multi-task.
- Exceptional customer-service skills and effective communication both verbal and written.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.