

<b>Salary Band 2A</b>	<b>Receptionist - DS4JI II</b>
Reports to:	Senior Finance & Admin Manager
Duration	Until <b>31 March 2027</b>

## 1. BACKGROUND

Leveraging the learnings from its predecessor, **Digital Skills for Jobs and Income, the Digital Skills for Jobs and Income II (DS4JI II)** project was commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) in the period of 01 April 2024 to 31 March 2027. Its objective is to enhance employment opportunities for young individuals in the rapidly evolving South African digital economy.

The DS4JI II project is implemented by **Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ)**, in partnership with the **South African Department of Communications and Digital Technologies (DCDT)** and guided by the National Digital and Future Skills Strategy and Implementation Plan. Against this background, the DS4JI II project aims to improve the employment prospects for young people, especially women, based on the demand-oriented career pathways in South Africa's digital economy.

The DS4JI II project in South Africa is joint with other projects with a similar focus in the GIZ Skills Cluster in order to bundle technical expertise and priorities as well as administrative services. The cluster's staff is distributed to two office buildings, in Block C and Block E.

The tasks of the position described here are therefore for the entire skill cluster. For administrative and spatial reasons, this position is linked to the DS4JI II project, which is based in the building Block E.

Hence, the DS4JI II project within the Skills Cluster require the expertise of a dynamic, independent working team player who supports the project and cluster teams with the set-up and implementation of the projects and partner structures.

## A. RESPONSIBILITIES

The **Receptionist** is responsible for:

- ❖ Liaising with customers in a service-oriented manner on behalf of GIZ by providing switchboard services, welcoming, and directing visitors and inquiries and maintaining a high standard of professionalism at the reception area.
- ❖ Small-volume procurement of goods in compliance with GIZ's internal rules and processes, including the managing of requests, tendering, logistics, reception of goods, delivering and filing.
- ❖ Monitoring of the GIZ Skills Cluster's inventory list.

**In this context, the position holder fulfils the following tasks:**

## B. TASKS:

### 1. Phone Services:

The **Receptionist**

- ❖ Ensures that the telephone system is up and running,
- ❖ Receives and directs phones calls,
- ❖ Manages incoming and outgoing calls efficiently and avoids interruptions,
- ❖ Maintains a call back list of all incoming calls on the reception line and
- ❖ Operates appropriately the answering machine/auto-replies.

### 2. Reception Services

The **Receptionist**

- ❖ Guarantees the observance of standards of the reception area,
- ❖ Welcomes and registers visitors and subcontractors and informs the relevant staff members of their arrival,
- ❖ Controls the access of visitors and service staff,
- ❖ Coordinates postal and couriers/parcel services - registers, documents and organises incoming and outgoing correspondence (Emails, packages and personally delivered messages to/from the post office, embassies, partners, and courier services, etc.),
- ❖ Accepts and distributes correspondences, documents, packages and personally delivered messages to/from the post office, embassies, and courier services,
- ❖ Ensures stand-in services of the reception in agreement with the assigned staff members/substitutes,
- ❖ Coordinates national and international mail courier services,

- ❖ Coordinates car rental bookings, is responsible for car rental bookings for the office/projects and programmes on request,
- ❖ Manages office stationery, basic kitchen supplies and stocktaking,
- ❖ Procures stationery requests for the cluster office in coordination with the reception of Block C,
- ❖ Manages the office stationery, basic kitchen supplies and ensures the stationery inventory is up to date in coordination with the reception of Block C,
- ❖ Manages the booking of boardrooms and auditorium, especially the auditorium in Block E, which is used by the entire GIZ representation - provides support of events in the auditorium, including information for the preparation of meetings,
- ❖ Monitors and keeps the cluster's inventory list up to date, using the required electronic tools and ensures that the lists are audit-proof,
- ❖ Conducts small-volume procurement of goods in compliance with GIZ's internal rules and processes, including the managing of requests, tendering, logistics, reception of goods, delivering,
- ❖ Ensures the correct and compliant filing of the procurement processes of goods and
- ❖ Coordinates the procurement of goods with the GIZ Country Office, if applicable.

### **3. Other duties/additional Tasks**

#### **The Receptionist**

- ❖ Acts as floor representative and attends first aid and basic firefighting trainings,
- ❖ Guarantees safe access of the entrance area of the GIZ offices in Block E ground floor during working hours,
- ❖ Provides administrative and logistical support to other areas of the Cluster's Finance and Admin Team, if required,
- ❖ Provides administrative and logistical support to the GIZ Country Office, if required,
- ❖ Acts as an administrative and logistical backup function when support is needed in various areas of the cluster's work, e.g., at events and workshops, and
- ❖ Performs other duties and task at the request of management.

## **C. REQUIRED QUALIFICATIONS, COMPETENCIES AND EXPERIENCES**

### **Qualifications:**

- ❖ Certificate/diploma or similar qualification from a recognized clerical college.

**Professional Experience**

- ❖ Qualification should be enhanced by at least 1-3 years' relevant working experience and understanding in a similar position.
- ❖ Proven experience of working in a team environment.
- ❖ Good communication skills.

**Other Knowledge, Additional Competences**

- ❖ Good working knowledge of ITC technologies and software (especially Microsoft office, phone, email, internet) and computer applications (e.g., MS Teams).
- ❖ Excellent telephone etiquette and communication skills.
- ❖ Customer and service-oriented attitude; Politeness and helpfulness when dealing with visitors, intercultural skills,
- ❖ Fluency in English;
- ❖ Experience in administration;
- ❖ Resilience and patience;
- ❖ Flexibility and mobility: if required readiness to travel (national) and flexible working hours;
- ❖ Willingness to upskill as required by the tasks to be performed – corresponding measures are agreed with management;

**D. ADDITIONAL INFORMATION**

- ❖ This position is based at the **Hatfield, Pretoria**.
- ❖ At GIZ, you will be offered a global network and an atmosphere that is characterised by diversity, respect, and genuine equal opportunities. Gender equality promotion is a matter of course for us.
- ❖ GIZ is a signatory of the Diversity Charter. Recognition, appreciation and inclusion of diversity in the company are important to us. All employees shall be valued - regardless of gender and gender identity, nationality, ethnic origin, religion or belief, disability, social background, age or sexual orientation.
- ❖ GIZ would like to increase the proportion of employees with disability. Applications from persons with disabilities are most welcome.
- ❖ The contract period for this position is until **31 March 2027 in line with the commissioning period of the Project/ Programme**.

**E. APPLICATION PROCESS**

**GIZ will only assess applications which meet the following criteria:**

Suitable candidates should apply by submitting:

- ❖ A motivation letter (**concisely 1 page**) stating why they should be the preferred candidate, the value added they will bring to the project and **their desired salary range.**
- ❖ This should be accompanied by a **detailed CV and indicating their nationality.** Applications should be submitted to: [recruit-pretoria@giz.de](mailto:recruit-pretoria@giz.de), with the email subject line “**Application for Receptionist – DS4JI II**” for the attention of Head of Human Resource.

Closing date for applications: **20<sup>th</sup> of September 2024.**

**Correspondences will be limited to the short-listed candidate.**

**Applications not complying with the application process will be disqualified!**