



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Receptionist/Telephone Operator
JOB GRADE:	OPS/TO 1
POST NUMBER:	58062
DIVISION/BRANCH:	Corporate Services Division/Administration Branch
SECTION/UNIT:	Assets, Office & Special Services Unit
REPORTS TO:	Director, Assets, Office & Special Services
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/Revised

1. JOB PURPOSE (Reason for Existence)

Under the general direction of the Director, Assets, Office & Special Services, the Receptionist/Telephone Operator is the primary interface between internal and external customers of the MOH, Head Office. The incumbent receives calls, greets visitors at the front desk and is the relieve Telephone Operator, facilitating the smooth operation and communication in the Ministry of Health (MOH).

2. KEY OUTPUTS (Results, Deliverables)

- Visitors greeted and directed;
- Record (log book) maintained;
- Calls screened;
- Calls redirected and messages taken;
- General information provided;
- Reception area kept clean and tidy.
- Reports prepared and submitted.

3. KEY RESPONSIBILITIES (Activities, Tasks)**A.) Technical/Professional**

- Greets, assists and or direct visitors to appropriate contacts/divisions or venue for meetings;
- Ensures that members of staff are notified of visitors;
- Maintains a record (log book) of visitors/ persons entering and leaving the Building;
- Ensures that log book is signed by visitors/customers on entering and leaving the building;
- Assists visitors/customers seeking information or making complaints;

- Answers incoming calls and handle caller's inquires whenever possible;
- Screens phone calls;
- Re-direct calls as appropriate and take adequate messages when required;
- Shows warmth and professionalism in answering the calls;
- Handles calls with all respect and professionalism even in any case that needs patience;
- Makes clear and accurate communication to the other party on the other end of the line;
- Ensures the reception area is organised for the receipt of visitors;
- Assists in creating and maintaining spreadsheets, entering formulas into spreadsheets and entering data into a customer relations database;
- Reports on a monthly basis the amount of visitors processed at the Ministry.

B.) Other Responsibilities:

- Performs other related duties that may from time to time be assigned.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Visitors greeted and directed in an appropriate manner;
- Record (log book) maintained and entries accurate;
- Calls screened;
- Calls redirected and messages taken are relayed as quickly and accurately as possible;
- Information provided accurate and disseminated on a timely basis;
- Reception area kept clean, tidy and organised by complying with procedures and instructions;
- Reports prepared are comprehensive and accurate and produced on a monthly basis.

5. INTERNAL AND EXTERNAL CONTACTS

i) Internal

Contact (Title)	Purpose of Communication
Director, Administration	Obtain advice, receive directives and guidance, regarding portfolio and provide feedback
Director, Assets, Office & Special Services	Obtain advice, receive directives and guidance, work assignment regarding portfolio and provide feedback
All other members of staff	Collaborate, obtain and share information

ii) External Contact

Contact	Purpose of Communication
Members of the Public	Provide and obtain information

6. REQUIRED COMPETENCIES

Core

- Excellent communicator;
- Effective verbal and listening communication skills;
- Good Public Relation skills;
- Strong interpersonal skills;
- Clearly and fluently expresses oneself;
- Good customer service skills;
- Good decision making skills;
- Comfortably interact with individuals of all professional levels;
- Detail oriented;
- Must be respectful, demonstrate sound work ethics and flexible.

Technical

- Knowledge of the divisions and functions of the Ministry;
- Knowledge of the Ministry's security procedures;
- Proficiency in the use of relevant computer software including spreadsheet and other computer applications.

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Four (4) CXC, Grade 1-3 or GCE O' Level including English Language;
- Certificate in Customer Relation/Service Management;
- Certificate in Telephone Operating;
- A minimum of two (2) years experience working in a similar capacity.
- The ability to speak a foreign language would be an asset.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB

- May be required to work beyond normal working hours at times.

9. AUTHORITY TO:

- Permit/deny access to offices

10. WORKING CONDITIONS

- Normal office conditions;