

## Vacancy: Front Office Receptionist Durban Musgrave Campus

Embury is looking for a **Front Office Receptionist** who will report directly to the Head of Campus

### Roles and responsibilities:

- ✓ Attend to visitors and deal with inquiries on the phone, email and face to face.
- ✓ Supply information regarding Embury to the general public, students, parents and customers
- ✓ Answer the telephone, screen and direct calls
- ✓ Take and relay messages accurately
- ✓ Greet persons entering Embury and direct them to the correct destination
- ✓ Deal with queries from students and customers
- ✓ Update and maintain telephone list for distribution to staff
- ✓ Ensure whereabouts of staff movements in and out of Embury
- ✓ Provide general administrative and clerical support
- ✓ Fully understand the details of the Embury portfolio of educational programmes

### Job requirements:

- ✓ Higher education experience (advantageous)
- ✓ Previous experience in a similar position
- ✓ Knowledge of Customer Service
- ✓ Ability to operate a switchboard
- ✓ Additional languages will be an advantage

### Required skills and behaviours:

- ✓ Excellent communication skills
- ✓ Focus on customer service.
- ✓ Excellent organisational and problem-solving skills.
- ✓ Customer service orientation
- ✓ Professional personal presentation
- ✓ Highly self-motivated.
- ✓ Excellent knowledge of the higher education environment.
- ✓ Reliable and stress tolerance.
- ✓ Ability to work with a diverse team in a fast-paced environment

**Interested applicants are to e-mail a letter of application together with a CV of no more than 3 pages to [hr@embury.ac.za](mailto:hr@embury.ac.za)**

**Closing date 27 March 2019**

**NO TELEPHONIC ENQUIRIES will be entertained. Only short-listed candidates will be contacted.  
Embury reserves the right to not fill this position**