

Receptionist at Church World Service (CWS)

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Category: office-and-administrative-support

Job Description

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Church World Service (CWS) was founded in and is a cooperative ministry of 37 Christian denominations and communions, providing sustainable self-help, development, disaster relief, and refugee assistance around the world. The CWS mission is to eradicate hunger and poverty and to promote peace and justice at the national and international level through collaboration with partners abroad and in the US.

Primary Purpose :

This position is responsible for the management of the CWS RSC Africa's Front Office Reception including answering visitors' inquiries, escorting visitors to the respective persons they have come to see, sorting out and handling incoming and outgoing mail, answering incoming calls, and making outgoing calls if required.

Essential Duties :

Ensures the front office is kept safe and clean by conducting routine checks and guiding the janitors to areas that need cleaning.

Receives and directs all incoming telephone calls to appropriate individuals. Places all official calls to partners and vendors and keeps a daily log of outgoing telephone calls made via the Reception.

Directs all incoming telephone calls to appropriate individuals.

Receives and directs visitors, contractors, and vendors to the CWS RSC Africa office.

Ensures visitors, contractors and vendors receive badges and are recorded in the appropriate registers. Maintains a list of expected visitors for each day and informs the security guards at the gate of the appointments.

Receives incoming mail/Invoices/packages and ensures efficient distribution within the organization to the appropriate addressee.

Keeps an updated contact database that can be easily accessed.

Assists in a smooth and orderly flow of applicants in and out of the office building during USCIS, Pre-screening, and CO circuit rides

Serves as a floor warden ensuring that all CWS RSC Africa visitors, applicants, and staff who are around are safe in case of active shooting.

Monitors movement in and out of the building and raises an alarm in case of any suspicious activity either within the compound or at the gate.

Weighs and franks letters as required for postage. Franking is stamping the mail you are sending to show that postage has been paid for. Franking replaces the need of buying a postage stamp and sticking it on the envelope.

Prepares FedEx/UPS/DHL courier packages/mail/travel packages for CWS RDP, USRAP partner organizations, etc.

Performs other duties as assigned which are designed and developed to improve the operations of the CWS RSC Africa Office

Qualifications:

Experience:

Three years of related work experience with increasing responsibilities is required.

Skills:

Demonstrated strong computer skills, especially MS-Word, Excel, and Outlook.

Committed to and conform with the organization's mission.

Education & Certifications:

A High School certificate or equivalent qualification is required.

A Diploma in Business Administration is an added advantage.

Abilities:

Manage large and diverse workload under pressure with competing priorities.

Maintain the integrity of official records.

Analyze and solve complex problems and make sound decisions.

Work with minimal supervision

Maintain a high performance standard with attention to detail.

Work independently and contribute to overall operations of RSC Africa.

Actively participate in the implementation of the U.S. Refugee Admissions Program (USRAP).

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