

**Title:** Receptionist

**Grade:** SB-2/1

**Organizational Unit:** UNESCO Harare

**Type of contract:** Service Contract

**Duration of contract :** One Year with the possibility of extension

### OVERVIEW OF THE FUNCTIONS OF THE POST

The United Nations Educational, Scientific and Cultural Organization (UNESCO) is seeking applications from competent incumbents for the position of Receptionist in Harare.

Under the authority of the Regional Representative and Director of the UNESCO Regional Office for Southern Africa, and direct supervision of the Administrative Officer the incumbent supports the effective and efficient implementation of the regional office strategies and work by being responsible for the following obligations and duties,

- Attend to answer the incoming calls and direct them through to respective staff, ensuring confidentiality and normal procedures in a professional manner. Booking national and international calls as maybe requested by staff and ensures timely and efficient connection to the requested correspondences.
- Perform effective and efficient attendance to incoming and outgoing visitors ensuring that they are directed to the respective staff, sectors or units through the access control system.
- Ensure that all incoming and outgoing faxes are processed in an effective and professional manner, emphasizing on the compliance with their correct filing order/date and reference
- Act timely and orderly on the distribution of incoming mail and process outgoing pouch mail through postal addresses and pouch as may be required by the office, as well as keep records of manifests and registers for further control when necessary.
- Provide office administrative support including organization and facilitation for internal meetings, drafting agendas, and taking minutes.
- Perform other related administrative duties for admin unit and other program sectors as needed.
- Any other duties as may be requested by the supervisor in accordance with UNESCO rules and regulations

### REQUIRED QUALIFICATIONS

#### EDUCATION

- Minimum secondary school education level. Technical or vocational certificate in secretarial, administrative services or finance.

#### WORK EXPERIENCE

- At least four years work experience as a receptionist/front office attendant or administration;
- Ability to handle a high volume of work and function in a fast-paced environment.

#### SKILLS/COMPETENCIES

- Willingness to work independently
- Knowledge and/or prior experience of the United Nations System is desirable
- Proven ability to work in a multicultural environment
- Good IT skills, particularly with respect to the internet, Word Processing, Excel, Power Point, etc

#### LANGUAGES

- Fluency in English. Fluency in other local languages would be an added advantage

## HOW TO APPLY

To apply, please send your application letter, personal CV and UNESCO CV format which can be accessed from <http://www.unesco.org/new/en/harare/home/>, in English making reference to post- Receptionist ROSA, including contact details of 3 referees: By email: [vacancies.harare@unesco.org](mailto:vacancies.harare@unesco.org)

Or By hand or delivery post:

UNESCO Regional Office for Southern Africa  
**Receptionist ROSA**  
8 Kenilworth Road  
Newlands, Harare

Applications are to reach UNESCO no later than 28 January, 2018 (**Midnight**, Harare time).

Only Zimbabwean Nationals are eligible to apply for this position.

***UNESCO DOES NOT CHARGE A FEE AT ANY STAGE OF THE RECRUITMENT PROCESS.  
UNESCO IS A NON-SMOKING ORGANIZATION***

**A PRACTICAL TEST MAY BE USED IN THE EVALUATION OF CANDIDATES. PLEASE NOTE THAT ONLY  
PRE-SELECTED CANDIDATES WILL BE CONTACTED.**