

## ADMINISTRATOR - TASEZ TRAINING ACADEMY DIVISION

**PURPOSE OF THE JOB:** To serve as the first point of contact when clients, investors, students, service providers, etc. visit the organization. To perform a range of administrative tasks, including compilation of documentation and providing accurate information.

### KEY RESPONSIBILITIES

**Greet and welcome guests:** Welcome guests as soon as they arrive at the office; Confirm the purpose of their visit; Notify appropriate persons that their guests have arrived.

**Answering of Phone Calls:** Receive incoming phone calls and establish the reason for the call and how they can be assisted; Provide basic and accurate information in person and via phone/email; Screen calls and establish the appropriate action to be taken; Direct calls to the appropriate person; Take and pass on messages as required. **Maintain the reception area:** Ensure the reception area is clean, tidy and presentable; Check that all necessary stationary, brochures, and other required items are available; Request any required items through the defined process. **Mail and deliveries:** Receive and where required sign for deliveries; Ensure deliveries have been delivered at the correct address and the person the delivery is meant for is clear; Notify the intended recipient and ensure they receive their deliveries; Receive, sort, and distribute daily mail. **Security:** Maintain office security by following safety procedures and controlling access via the reception desk; Monitor logbook and issue visitor badges; Report any suspicious activity. **Administration and coordination:** Update calendars and schedule meetings; Arrange travel and accommodations and prepare vouchers; Keep updated records of office expenses and costs; Perform other clerical receptionist duties such as filing, photocopying, transcribing, and faxing; Compile documentation and reports. **Student liaison:** Liaise with students and provide information; Resolve inquiries; Coordinate various Academy activities

### COMPETENCIES/KNOWLEDGE

- Proficiency in Microsoft Office Suite.
- Hands-on experience with office equipment (e.g. fax machines and printers).
- Professional attitude and appearance.
- Solid written and verbal communication skills.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills preferably in ETD/academia environment.
- Multitasking and time-management skills, with the ability to prioritize tasks.
- Customer service attitude.

## QUALIFICATIONS

- Grade 12
- National Diploma in Office Administration/Office Administration/Management/Data Capturing
- Degree will be an added advantage

## REQUIRED SKILLS

Telephone etiquette	Organizing training
Planning of meetings/trainings	Reception area maintenance
Good people skill	Scheduling appointments
Administrative skill on training	Data capturing
Excellent verbal communication	Interpersonal communication
Time management	Professionalism
Telephone etiquette	

## ATTRIBUTES

- Assisting colleagues with administrative work
- Manage correspondence
- Creating and managing filing systems
- Multitasking

## WORK EXPERIENCE

- 3 years' proven work experience in administration and front-end liaison, preferably in a training /ETD/SETA environment.
- Proficiency in MS Office packages, data capturing

## APPLICATION PROCESS

Qualifying candidates can send their comprehensive CVs, Covering Letter, Certified Copies of SA ID and Qualifications and Three (3) Contactable References to [recruitment@tasez.co.za](mailto:recruitment@tasez.co.za)

**CLOSING DATE:** The closing date for applications **22 October 2024**. Kindly note if no feedback has been received within 30 days of closing date for the above-mentioned position, the applicant may consider their application unsuccessful.

TASEZ Letterhead	<b>Page 2 of 2</b>
Doc No: TAS-CMC-LET001	
Revision No: 01	
Next Review Date: August 2024	