

## Receptionist

Job Title	Receptionist		
Division	Human Resources		
Department	Human Resources		
Section	Human Resources		
Location	IBU-Egypt	Direct Reports	
Reports To	HR & Admin Officer/Branch Manager	Version Number	1
External Relations	Visitors	Guide Number	
Internal Relations	All departments	Job Code	

### Basic Function

Handle a variety of administrative support tasks, including attendance, answering phones, receiving visitors, preparing meeting rooms, and managing & monitoring cameras for all branches. Fully understand, drive, and promote SMSA's vision, culture, and values.

### KEY Responsibilities

#### Core

- Greet clients and visitors with a positive, helpful attitude
- Assisting clients & visitors in finding their way around the office and directing visitors to the appropriate person and office.
- Ensure the reception area is tidy and presentable, with all necessary stationery and material
- Helping maintain workplace security by issuing, checking, and collecting badges as necessary and maintaining visitor logs
- Assisting with a variety of administrative tasks including copying, taking notes, and recording attendance for cleaners, security, and newly hired employees.
- Preparing meeting room for visitors and interviewees.
- Answering phones in a professional manner, and routing calls as necessary
- Deal with special requests from visitors
- Monitor cameras all day during his shift for all branches.
- Revision camera the next day and check security on the night shift.
- Help HR in interviews like preparing all papers needed, making sure the candidate fills the interview application with all needed details, and guiding them to the HR office.

#### General

- Prior experience as a receptionist or in a related field.
- Consistent, professional dress and manner.
- Excellent written and verbal communication skills.
- Competency in Microsoft applications including Word, Excel, and Outlook.
- Good time management skills.

- Experience with administrative and clerical procedures.
- Able to contribute positively as part of a team, helping out with various tasks as required

#### EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencies

Communication	Level 1
Organizational & Environmental Awareness	Level 1

### Technical Competencies

Management of Health & Safety Knowledge	Beginner
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
Security Monitoring & Inspections Knowledge	Beginner

### Competencies – EHS

Knowledge of basic environment health and safety requirements  
EHS corporate objectives awareness  
Awareness of EHS requirements in the QEHS management systems  
Have attended EHS awareness training (if applicable)  
Awareness of Environment Health Safety incident reporting

### Organizational Competencies

Beginner

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry.

or

High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position

or

High / Middle School Certificate or Technical Courses( Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
Updated by:	Date:	Approved by:	Date:

<b>Employee Name:</b>

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

<b>Signature:</b>

<b>Date:</b>