**Receptionist**

**Job title:** Receptionist  
**Level:** SB2  
**Position Number:**  
**Location:** Kampala, Uganda  
**Full/Part time:** Full-Time  
**Fixed term/Temporary:** Service Contract  
**Rotational/Non-Rotational:** Non-Rotational  
**Duration:** One year (renewable)

**The Position:**

The Receptionist will provide front desk services and telephone communication services. The post is located in Uganda Country Offices (CO) and under the overall guidance of the UNFPA representative, he/she reports directly to the Human Resources/Admin Analyst.

**How you can make a difference:**

UNFPA is the lead UN agency for delivering a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA’s new strategic plan (2018-2021), focuses on three transformative results: to end preventable maternal deaths; end unmet need for family planning; and end Gender-based violence and harmful practices. In a world where fundamental human rights are at risk, we need principled and ethical staff, who embody these international norms and standards, and who will defend them courageously and with full conviction.  
UNFPA is seeking candidates that transform, inspire and deliver high impact and sustained results; we need staff who are transparent, exceptional in how they manage the resources entrusted to them and who commit to deliver excellence in programme results.

**Job Purpose:**

You will provide front desk services; provide administrative and logistical support and backstopping the registry functions.

**You would be responsible for:**

**Ensure the provision of front-desk service and telephone communication services focusing on achievement of the following results:**

- Monitoring of all incoming visitors to the office; assistance to visitors by providing directions and accurate information related to UNFPA;
- Operation and management of the telephone switchboard in accordance with appropriate protocol; answering and forwarding phone calls, screening phone calls.
- Daily test of main line in use and report in case of failure
- Manning and Management of the front desk. Keeping the reception area tidy, maintain and organize reading material
Provides administrative and logistical support, focusing on achievement of the following results:

- Support in managing bookings of the conference rooms- Booking Meetings.
- Collection and update of UN staff information on a monthly basis, ensuring all data and information is correct and accurate
- Handling of publications as they are delivered by suppliers and directing them appropriately to IOM

**Performing back-stopping Registry functions for receipt and distribution of mails and updating Registry records:**
- Dispatch and receipt of both incoming/outgoing mail
- Maintenance of courier service contacts who will at times handle outgoing/incoming mail
- Performs clerical work related to administrative services such as sorting, filing, photocopying including collection and delivery of mail or documents;
- Establishment and maintenance of records system of file movements within the office; maintenance of the office circulation and reading files as well as News Papers.
- Register and classify electronic and physical incoming and outgoing documents and publications by subject, scanning as necessary, with a view to efficient handling of all documents;
- Maintain postage register of all out-going mail
- Ensure the regular preparation of pouch and dispatch of documents to all destinations;
- Manning the CO reception area including setting up conference calls, managing incoming and out-going telephone calls and operating the PABX system
- Manage courier systems and where staff do personal transactions, follow up with Units to ensure reimbursement of the courier charges
- Performs other duties as required by the CO

**Qualifications and Experience:**

**Education:**
Completed Secondary Level Education required.

**Knowledge and Experience:**
At least 2 years of experience in a similar role.

**Languages:**
Fluency in oral and written English essential. Knowledge of local languages is an asset
## Required Competencies:

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<tr>
<th>Values</th>
<th>Functional Competencies</th>
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<tbody>
<tr>
<td>• Exemplifying integrity,</td>
<td>• Analyzing</td>
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<td>• Demonstrating commitment to UNFPA and the UN system,</td>
<td>• Applying technical expertise</td>
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<td>• Embracing cultural diversity</td>
<td>• Planning and organizing</td>
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<td>• Embracing change</td>
<td>• Following Instructions and Procedures</td>
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<td>• Learning and Researching</td>
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## Core Competencies:
- Achieving results
- Being accountable
- Developing and applying professional expertise/business acumen
- Thinking analytically and strategically
- Working in teams/managing ourselves and our relationships
- Communicating for impact

## Compensation and Benefits:

This position offers an attractive remuneration package including a competitive net salary plus insurance and other benefits as applicable.

## Disclaimer:

UNFPA does not charge any application, processing, training, interviewing, testing or other fee in connection with the application or recruitment process. Fraudulent notices, letters or offers may be submitted to the UNFPA fraud hotline http://www.unfpa.org/help/hotline.cfm

In accordance with the Staff Regulations and Rules of the United Nations, persons applying to posts in the international Professional category, who hold permanent resident status in a country other than their country of nationality, may be required to renounce such status upon their appointment.