AB01900
RECEPTIONIST

Level 2

Reports to (Hierarchical)
Administration Manager or HRCo

Reports to (Functional)
Administration Manager or HRCo

Job Family
HR & FIN

Main Purpose
Receive and transfer, according to standard protocols, incoming calls and visitors, to provide them with accurate information or alternative ways to obtain it.

Accountabilities
- Receive and welcome visitors.
- Operate the telephone switchboard and deal with all incoming, outgoing and transferring of calls.
- Provide general information and refer all non-routine information to supervisor.
- Update the telephone directory, record changes and distribute updates as necessary.
- Distribute and handle all incoming and outgoing correspondence.
- Keep the reception premises neat and tidy.

Education
Literacy

Experience
Not required.

Language Level Description
A2 Basic User
Waystage or elementary

- Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).
- Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
- Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

Generated at 2026-11-02 05:16:34 +0000

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