

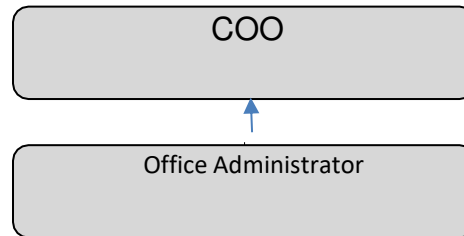
ROLE DESCRIPTION

JOB TITLE	Office Administrator	VERSION DATE	March 2024
NAME OF INCUMBENT		NUMBER OF POSITIONS	1
LOCATION		DEPARTMENT	
JOB FAMILY		REPORTS TO (Position)	Chief Operating Officer
GRADE			

PRIMARY PURPOSE

Responsible for general receptionist duties, office and facilities management, occupational health and safety protocol coordination and complaints management.

ORGANOGRAM



KEY PERFORMANCE AREAS AND RESPONSIBILITIES

Key Performance Area	Performance Outputs
Reception Services	Provide reception services namely: <ul style="list-style-type: none"> • Receive visitors at the main reception at the Tshiamiso Trust head office. • Greet visitor in a friendly, professional and efficient manner and establish purpose of the visit. • Receive special guests who have come to meet with any of the Executive Members. • Contact staff member to be visited and inform him/her of the arrival of the visitor. • Inform visitor regarding relevant arrangements and ensure that visitor is comfortable. • Provide assistance to claimants who contact Head Office directly and direct their queries appropriately. • Ensure effective control over documents received from and delivered to visitors by maintaining an effective document received register system. • Ensure that the Reception is staffed at all times during business hours. • Ensure effective co-ordination when handing over duties at all times. • Monitor incoming and outgoing visitors parking.
Switchboard	Carry out switchboard duties for the Trust namely: <ul style="list-style-type: none"> • Timeously taking and delivering accurate messages on behalf of all staff members. • Greet personal and telephone callers and find out the nature of their enquiry. • Provide information to assist clients or refer them to appropriate contacts in the Trust. • Internal reporting on all current and future activities regarding reception's functional area. • File papers and documents as requested.

	<ul style="list-style-type: none"> Organise conference calls.
Office Administration	<p>Attend to office administrative duties namely:</p> <ul style="list-style-type: none"> Liaise with courier services as required. Distribute delivered mail. Order and distribution of office supplies and stationery. Oversee equipment and office repairs and installations as requested. Handling deliveries incoming and outgoing. Managing meeting room and office bookings. Manage parking. Managing arrangements for special guests. Attending to travel arrangements for Executives, Board of Trustees, and other as required.
Facilities Management	<ul style="list-style-type: none"> Respond swiftly to emergencies and coordinate repairs. Report any issues regarding printers, aircons etc. Maintain company security (arm and disarm alarm). Manage communication with security service provider. Liaise with security company on call outs and other issues related to office security. Report any security concerns to service provider/COO. Manage cleaning staff. Ensure cleaning staff adhere to company standards. Ensure that the office and meeting rooms are kept clean and tidy at all times. Ensure windows and carpets are cleaned annually.
Complaints Management	<ul style="list-style-type: none"> Manage complaints process. Attend to claimant queries and complaints. Log and assign complaints and refer to process owners. Close all resolved complaints. Compile complaints report monthly & quarterly.
Occupational Health & Safety	<ul style="list-style-type: none"> Provide assistance to the COO to manage and ensure adherence to occupational health and safety policies and protocols in the office. Liaise with persons appointed to perform functions <i>ito</i> relevant occupational health and safety legislation as required. Arrange meetings of and take minutes of the safety committee. Maintain occupational health and safety file.
ADHOC: Perform any and all responsible tasks given by the Manager	
MINIMUM REQUIREMENTS (What is required to perform the Essential Duties)	
Minimum	Ideal
<ul style="list-style-type: none"> Diploma in Office Management or related tertiary qualification 	<ul style="list-style-type: none"> Level 3 First Aid an advantage Knowledge of safety regulations and compliance requirements such as the Occupational Health & Safety Act and COIDA. Complaints/queries experience would be an advantage - Knowledge and an understanding claim settlement
<ul style="list-style-type: none"> 3 to 5 Years' experience (minimum 3 years Operational Execution) 	
<ul style="list-style-type: none"> English + 2 other languages (Zulu, Sotho, Xhosa, or Portuguese) 	
Knowledge, Skills and Abilities Required (Competencies & level of competencies)	

<p>Managerial and Technical Competencies:</p> <ul style="list-style-type: none"> • Ability to work methodologically and accurately • Ability to work under pressure • Ability to be hospitable and welcoming at all times • Ability to prioritise and manage time effectively • Good interpersonal skills • Good presentation • Ability to act with tact and discretion • Ability to communicate with all levels of staff, claimants, clients and various individuals • Ability to perform the administration relevant to given tasks/ projects • Proficient in speaking and writing in English • Proficient in speaking and writing, Xhosa, and, or, Sotho or Zulu 	<p>Generic Competencies:</p> <ul style="list-style-type: none"> • Attention to detail • Organising • Administration • Rapport building • Verbal and written communication • Personal development • Tact • Teamwork • Adaptability • Customer Focus • Proficient in speaking and writing in English • Proficient in speaking and writing in Xhosa, and, or, Sotho, and additional southern Africa language • Minute taking skills
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WORKING CONDITIONS office bound/on-site/travel

Office Environment, local travel

I have reviewed and determined that this role description accurately reflects the position

Manager signature	Date	Employee signature	Date
Human Resources signature	Date		

The preceding job description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.