



PERMANENT POSITIONS

<u>Department:</u>	Metropolitan Trading Company (MTC)
<u>Position:</u>	Receptionist (Permanent)
<u>Salary Range:</u>	Market Related Salary
<u>Division or Cluster:</u>	Financial Services
<u>Reports to:</u>	Facilities Manager
<u>Workplace:</u>	Braampark

BRIEF BACKGROUND OF METROPOLITAN TRADING COMPANY:

Metropolitan Trading Company (MTC) is an entity owned by the City of Joburg Metropolitan Municipality (the City) tasked with operating Johannesburg Broadband Network (JBN).

The aim of the JBN is to ensure the availability of affordable broadband connectivity throughout the City, which will support socio-economic development through accelerated growth, expanded productivity leading to enhanced quality of life for all. JBN is also aimed to lower the City's own operating costs whilst increasing access to telecommunications services for residents in the City. This will stimulate economic development in the City, reduce ICT costs and provide available broadband access to the industry.

The primary objectives of MTC are:

- To increase the competitiveness of existing businesses within the City.
- Increase the usage and penetration of high- speed broadband connectivity.
- Facilitate the growth and development of new and existing Information and Communication Technology (ICT) businesses.
- Improve the marketability of Joburg as an investment destination.
- Increase and accelerate access to the benefits of internet-based communication to achieve digital inclusion.
- Reduce the operating costs to the City and improve service delivery.

MTC is currently embarking on a recruitment process for the purposes of capacitating its resources to enable seamless operations.

Educational Requirements and Experience

- National Diploma or NQF Level 6
- 2 years of experience in similar role
- Ability to work under pressure
- Good interpersonal and communication skills
- Computer literate

Short Detailed job description:

Job Purpose

To act as the first point of contact for visitors and callers to all MTC employees and to undertake a range of other administrative tasks as identified by the Facilities Manager.

Telephone System.

- Operate MTC's reception phone during office hours, receiving and transferring telephone calls, announcing callers, taking brief messages and passing these on via the email system or connecting callers to staff members personal direct line voicemail.
- Ensure all voicemail messages to main office number are taken and directed to staff members. Maintain and ensure that the answer message is appropriate.
- Report telephone equipment and line faults to the IT Manager.
- Train all new staff in the operation of the telephone system, as part of the New Staff Induction process and take a pro-active approach to ensuring existing staff are properly trained on making full use of the system.
- Review and update on a regular basis the staff contact, and telephone extension lists.

Reception

- Greet and welcome visitors to the Offices during office hours, ensuring they sign in the visitor's book and informing the relevant member of staff of their arrival.
- Monitor and ensure that the reception area is kept tidy and projects a business-like image.
- Keep a record of staff and visitors signing in and out of the building.
- In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors book and staff movement sheets are removed from Reception and taken to the outside meeting point.
- Check and sign for deliveries, before informing the relevant member of staff of their arrival. Deliveries by post or courier will include valuable items. Follow procedures and ensure security of valuables.
- Log extension changes and advise all staff accordingly.
- Process and deliver internal and external mail daily. Check that costs are charged to the appropriate line item.
- Receipt of Orders- Acknowledge receipt of the any order or stationery on behalf of Facilities Manager.
- Receive invoices and draw up paperwork to ensure costs are allocated to the relevant departments.
- Staff - Collate and update staff lists and contact details regularly. 2. Devise and conduct regular online staff satisfaction surveys and elicit feedback on the working environment.

Administration

- Provide administrative and general support to the Facilities Manager in ensuring compliance with Health & Safety Regulations.
- Induct new staff, contractors and Interns in office procedures, Fire Safety and Health & Safety.

Meetings and Events management

- Provide logistical support to meetings held in the Board Room, to include preparation of meeting and Board rooms and assist in arrangements for catering provisions
- Office Security- Issue keys for out of hours working and induct new staff and volunteers in office security procedures.

Human Resources

- Issue access tags forms and update the log book of staff.
- Collate all Volunteer and Intern speculative applications, to include responding to emails.

Other

- Assist Facilities Manager in research into all aspects of office expansion i.e. best practice.
- Provide support to the Facilities Manager and other members of the Support Services Team and contribute in other ways to the effective functioning of Alert as required.
- Contribute to team-wide communications and knowledge management and participate in organisation-wide events and discussions on related topics/projects.

For further information relating to Job Description and Specification, interested applicants can contact:

Contact Person: Viola Nzou
Tel No: (011) 431 1357

A comprehensive CV, certified copies of your Qualifications and certified ID copy should be emailed to:

E-Mail: recruitment1@tianaconsulting.co.za

PUBLICATION DATE: 07 NOVEMBER 2018

CLOSING DATE: 17 NOVEMBER 2018

VACANCY CIRCULAR: **MTC RECRUITMENT 007/2018**
