

ROYAL UNIVERSITY OF BHUTAN

POSITION PROFILE

1. JOB IDENTIFICATION

1.1 Position Title: Telephone Operator/Receptionist

1.2 Position Level: 17

1.3 Occupational Group: Operational Category

1.4 College/OVC: Office of the Vice Chancellor

2. MAIN PURPOSE OF THE POSITION:

The main purpose of the job is to operate telephone, perform dispatch work, receive guests and mails besides other work assigned by the supervisor.

3. GENERAL ROLES AND RESPONSIBILITIES:***Telephone operation***

- Attend to incoming telephone calls and direct these calls to the appropriate person with due courtesy and manner;
- Assist in making outgoing calls when requested by other staff within the organisation;
- Provide information when requested by a outside caller;
- Monitor the use of telephone for official or private purposes;
- Respond to any defect of the operating system and ensure timely rectifications;
- Facilitate telephone connections to all staff within a organisation;
- Maintain call register and record basic for facilitating verification of calls for payment purpose;
- Update extension numbers of the staff and maintain telephone numbers of those staff and organisation, who are reasonably important by virtue of their position and functions;

Dispatching

- Ensure timely and correct recording and dispatching of outgoing mails, receive all incoming mails and submit to the addressee promptly;
- Prioritise mails requiring urgent attention and ensure to deliver within the available time;
- Take adequate preventive measures in mailing cheques, drafts and important papers;
- Ensure proper usage of fax and photocopiers and record the details of fax messages sent in a separate register;
- Maintain systemic filing of outgoing mails for future reference;
- Maintain exhaustive mailing address and update from time to time;
- Maintain a system of tracing the movement of correspondences received.

Reception

- Record the name and address of the visitors, contact person, entry and exit timing. Make appointment with the staff working in the University;
- Provide direction to the visitors in locating the offices and officers of the University's staff;
- Assist in delivery of cheques and other payments for supplies and other services availed by the University;
- Prevent vandalism and theft in the offices in collaboration with the caretaker, during office hours; and
- Carry out other works as and when instructed.

4. SPECIFIC ROLES AND RESPONSIBILITIES:

In addition to the general roles and responsibilities, the Telephone Operator/Receptionist will:

- Scan and upload travel documents in the IMS.
- Update staff information board.
- Scan and photocopy documents as per the requirement of office staff.
- Maintain proper record of all the tasks assigned.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS:

5.1 Education: Class X

5.2 Experience: Not required

5.3 Knowledge Skills and Abilities:

- Good communication skills in written and spoken language.
- Ability to work diligently with eye on details.
- Being punctual and able to remain at the workplace as per the requirement of the position.