

## **JOB DESCRIPTION**

**POST:** **Receptionist/Telephone Operator**

**MODE of EMPLOYMENT:** On the Permanent and Pensionable Establishment of the Civil Service College, Mauritius (CSCM), subject to satisfactory performance

**SALARY SCALE:** Rs 15,525 x 260 – 17,825 x 275 – 18,925 x 300 – 19,525 x 325 – 21,475 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 -27,400 x 825 -29,875

*(Salary will be commensurate with qualifications and experience)*

*Note: Selected candidates, upon appointment, will draw the basic salary plus compensation(s) at approved rates, as well as other remunerations in accordance with the National Minimum Wage Regulations.*

### **QUALIFICATIONS:**

- A
- (a) Cambridge School Certificate with credit in English Language and French obtained at not more than two sittings or
  - (b) Passes not below Grade C in English Language and French obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject.

### **Note**

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at “Principal Level” and one subject at “Subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examinations.

**OR**

Equivalent qualifications acceptable to the Board.

B. Candidates should also –

- (i) be fluent in English and French;
- (ii) have a pleasant personality and a neat appearance; and
- (ii) have good communication and interpersonal skills.

**DUTIES & RESPONSIBILITIES:**

1. To operate the reception desk of the College and the telephone switchboard (PABX).
2. To maintain a register of all visitors.
3. To greet and assist visitors by providing information to them to facilitate their contact with officers of the College.
4. To control access to offices of the College.
5. To take message from outside callers and transmit same to officers concerned.
6. To ensure safe custody of documents.
7. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Receptionist/Telephone Operator in the roles ascribed to him/her.