

Receptionist for Children City Project in Korça Area Program

Location: [Europe & the Middle East] [Albania]

Town/City: Korca

Category: Administration/Corporate Services

Position: Receptionist for Children City Project in Korça Area Program

Work location:World Vision Albania – Korca

Deadline of applications: 25 February 2021

Type: Fixed term, Full time

Purpose of position

City of Children in Korca is a project of World Vision Albania aiming to offer developing and entertainment programs to children from 3-14 years. City of Children is the only multifunctional centre of these dimensions in Albania, where children can develop and improve their skills in art, sport and science, having the opportunity to fulfil their potential. This is a joint project between Korca Municipality and World Vision Albania.Provision of wide range of support services to City of Children Centre. This positions acts both as a receptionist and administrative assistance to staff at a single-position telephone switchboard, greeting clients, visitors, and determining the nature of visitors' business to direct them to the appropriate place, course of individual efficiently and courteously.

Major Responsibilities

Reception Services

- Greets, receives, welcomes, books and provides relevant information to playground guests, clients and visitors
- Issues and collects tickets for all clients. Registers tickets in the log book and ensures full reconciliation.
- Complete sales transactions
- Accepts delivery, prepares and sends of small parcels or other correspondence (e.g., fax) and informs addressee.
- Takes and passes on messages. Determines when an issue is urgent and expedites a response.
- Maintains the reception area in a tidy condition.
- Maintains available general information on the Centre available for the visitors and staff.
- Connects callers who may uncertain of their required contact to the most appropriate department/contact.
- Handle typing, word processing, photocopying, and other support needs for administration of the Centre.
- Playground general maintenance and custodial duties as requested.
- Stock front desk, janitorial supplies, and concessions inventory
- Ensures that First Aid kit has the full collection of supplies at all times.

Administrative Assistance

- Administers taxi arrangements for clients, visitors and World Vision staff.
- Arranges meetings' venue and hotel bookings for non-complex meetings for World Vision staff

and guests (team day meetings, internal local workshops/business meetings, etc.)

- Arranges and coordinates (at a low level) office supplies and other City of Children center's purchasing needs. Be aware of basic procurement policies in purchasing and payment.
- Arranges small to medium size office events/meetings. Helps in arrangements of larger size office events.
- Schedule and/or order coffee/lunches for various meetings, maintaining to its schedule, and other similar duties.
- Responsible to overview office charges and payment of utilities, land line & mobile phone, taxi and mail bills. Compare documentation and spreadsheets for discrepancies.

Knowledge, Skills and Abilities

Required skills and experience

- Very good verbal and listening communication skills. Ability to interact and communicate clearly and effectively
- Ability to work pleasantly and professionally with course instructors to show empathy and understanding for young children and their parents.
- Computer skills (basic programs)
- Time management skills.
- Highly organized and discrete. Filing of confidential and general paperwork.
- Must be discreetly able to screen visitors, use good judgment or ask if questionable
- An understanding of relevant policies and procedures

Required Education, training, license, registration, and certification

- High school diploma
- Driving License B
- Must be able to pass background check to work with children.

Preferred Knowledge and Qualifications

- One year experience in reception, secretary, assistant or other similar areas.
- Cashier, Sales, Associate, Retail, Reception, Hostess, and Customer Service experience a plus.

Note: *While we appreciate all applications received, only those selected for the next phase of recruitment process will be contacted.*