



MAURITIUS SOCIETY FOR ANIMAL WELFARE (MSAW)

Join Hands To Save Animals

SCHEME OF SERVICE

Post: Receptionist / Telephone Operator

Reporting Relationship: The Director or any other person designated by the Director

Salary scale: Rs 15,225 x 260- 17825 x 275-18925 x 300-19525 x 325 – 21475 x 375- 22225 x 400 – 23425 x 525 – 26050 x 675 – 27400 x 825 - 29875 (as in PRB 2021)

Qualifications and Experience:

1. Cambridge School Certificate with credit in English, French and Mathematics.
2. Cambridge Higher School Certificate or General Certificate of Education with at least two passes at A Level.
3. Candidate should reckon at least two years' experience in the operation of reception and/ or telephone switchboard.

Note: Consideration will also be given to candidates who have followed Secondary Education up to Cambridge School Certificate level together with at least 5 years' experience.

Specific competencies/skills:

1. Ability to speak well and convey information clearly.
2. Excellent Telephone Communications etiquette.
3. Active listener and empathetic.
4. Adept at prioritising, scheduling and multitasking.
5. Resistant to stress;
6. Be capable of dealing efficiently with members of the public;
7. Have a genuine interest and concern for the overall well-being of animals; and
8. Have a clean Certificate of Character.

Duties and Responsibilities:

1. To operate the Telephone Switchboard.
2. To record incoming and outgoing calls and convey messages to all concerned on a timely basis.
3. The Reception, being the face of the Organisation, the Receptionist should greet and welcome visitors with a smile and help them navigate through the office as needed.
4. To maintain a Register of all visitors.
5. To control access to offices of MSAW.
6. To perform general clerical and registration duties.
7. To handle, print, photocopy and fax documents as may be required.
8. To handle travel arrangements as required.
9. To manage meeting rooms availability, if required.
10. To handle queries and complaints via phone, email and general correspondence.
11. To take messages from outside callers and transmit same to officers concerned.



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12. To use ICT in the performance of his/her duties
13. To participate in all activities of the MSAW, as and when required.
14. 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 a Receptionist/Telephone Operator in the roles ascribed to him.

Age limit: 49th years, unless already in service.

Note

Receptionist/Telephone Operator will be required to work outside normal working hours, including weekends and Public Holidays.

In case of a force majeure/emergency, the incumbent will be required to be available to provide his/her services to ensure business continuity either through work from home, working online or work performed