

Job Title	Front Desk/Customer Care	Duty Station	Fort portal
Employment type	Full time	Role balance guide	People: 40% Operations: 60%
Role summary	You are responsible for managing general office duties to ensure project processes run smoothly.		
Reports To	FACILITY SUPERVISOR	Supervises	None
Key External Relationships	Clients,		

Duties and Responsibilities

- 1) Respond to client's queries in a timely and efficient manner.
- 2) Manage the reception function of client applications.
- 3) Capture client information correctly.
- 4) Ensure that clients possess all the requirements for their respective applications.
- 5) Attend to the telephone or extension line at the reception.
- 6) Ensure that all clients are served properly within the shortest time possible.
- 7) Support the customer care department with guiding and maintaining order of the clients while they wait to be served.
- 8) Maintain a clean and tidy work space
- 9) Uphold confidentiality of all client and company information.
- 10) Ensure that the health and safety SOPs are adhered to.
- 11) Performs clerical duties, including, but not limited to, mailing and filing correspondences
- 12) Photocopy, scan, and file appropriate documents
- 13) Organize the facility and assist managers as requested to ensure smooth operational support
- 14) Provide administrative support to management as requested
- 15) Assist in any other roles delegated to them whenever required.

Team Contribution

- 1) Constructively contribute and collaborate with all colleagues
- 2) Delivery high quality outputs
- 3) Demonstrate compliance with all legislation and UDLS Project policies and procedures

Values and Behaviour

- 1) Promote and role model appropriate behaviour to support Uganda Driving License System culture, performance and brand
- 2) Actively demonstrate the company values:
 - **Integrity:** We stand up for what is right
 - **Collaboration:** We are stronger together
 - **Empowerment:** We make a difference
 - **Action:** We focus on results

Health, Safety and Wellbeing

- 1) Adhere to all health and safety policies and procedures of Uganda Driving License System and take all reasonable care that your actions or omissions do not impact on the health and safety of others in the project.

Confidentiality

Expected to maintain confidentiality of all information you come into contact with

This job description defines the broad responsibilities of this position. Please refer to project work plans for more specific details of performance goal, objectives, targets and indicators.

Person Specification		
Qualifications & Experience	Essential: <ul style="list-style-type: none"> Degree in Business Administration/ public relations/secretarial studies or equivalent qualification Excellent knowledge of MS Office operations 	Desirable: <ul style="list-style-type: none"> Familiarity with phone systems/customer care and front desk functions 1-2 years' experience in a relevant field. Local language spoken in the area of operation
Key Competencies	Key Competencies <ul style="list-style-type: none"> Self-Driven Excellent Customer Care Skills Ability to write clearly and help with word processing when necessary. Warm personality with strong communication skills. Ability to work well under limited supervision Good organizational and time management skills Analytical abilities and aptitude in problem-solving 	
Other	Essential: <ul style="list-style-type: none"> Ability to work flexible hours. 	