

Job Title	FRONT DESK OFFICER	Duty Station	Fort Portal
Employment type	Full time	Role balance guide	People: 70% Operations: 25% Technical: 5%
Role Purpose	This position is the first point of contact for anyone calling or visiting UDLS facility and such you are the face of the project. You will ensure a seamless customer experience by providing appropriate guidance and excellent customer friendly service as well as performing various administrative and clerical tasks		
Reports To	Facility Supervisor	Supervises	None
Key External Relationships	UDLS Clients at the Facility		

Duties and Responsibilities

- 1) Create a positive office atmosphere at UDLS site by receiving visitors at the front desk, greeting, welcoming, and directing them appropriately
- 2) Directs visitors by maintaining employee and department directories
- 3) Inform visitors by answering, screening and forwarded incoming inquiries appropriately
- 4) Receive and sort mail and deliveries and dispatch it appropriately
- 5) Ensure incoming messages and information is passed to the appropriate staff member on a timely basis.
- 6) Organize and maintain files and records; update when necessary
- 7) Operate office equipment, such as photocopier, printers, etc.
- 8) Maintain security by following procedures, monitoring logbook, and issuing visitor badges.
- 9) Keeps a safe and clean reception area by complying with procedures, rules, and regulations.
- 10) Organize bookkeeping and issue invoices as directed
- 11) Record meeting minutes and dictations as directed
- 12) Provide administrative support to management as requested

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 Licence 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 Licence 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

Person Specification		
Qualifications & Experience	Essential: • Diploma or equivalent in secretarial or customer care oriented course • Successful work experience in a front office setting or in another clerical position • Strong working knowledge of office procedures and basic accounting principles	Desirable: • Familiarity with phone systems • Solid knowledge of Microsoft Office software preferred • 1-2 years' experience in relevant field • Bilingual capability
Key Competencies	Key Competencies • Cultural awareness and sensitivity • Self-driven • Ability to effectively use and maintain office equipment • Excellent organizational skills including ability to prioritize and coordinate multiple tasks. • Excellent written and verbal communication skills including professional phone etiquette. Excellent interpersonal skills with the ability to effectively interact with internal and external business partners and staff at all levels. • Good customer care skills • Outstanding communication skills • Great organizational and multitasking abilities • Excellent time management skills	
Other	Essential: • Ability to work flexible hours.	