

BENCHMARK POSITION NUMBER: 4 CLASSIFICATION LEVEL: 3  
SECTION TITLE: ADMINISTRATION EFFECTIVE DATE: \_\_\_\_\_  
POSITION TITLE: RECEPTIONIST SUPERVISOR'S TITLE: \_\_\_\_\_  
POSITION NUMBER: \_\_\_\_\_ SUPERVISOR'S LEVEL: \_\_\_\_\_

SUMMARY

Under the supervision of the office manager, operates the central telephone switchboard serving all programs of the Post; provides general information to visitors related to the various programs of the Post; and performs other duties.

DUTIES

% OF TIME

- |   |            |
|---|------------|
| <p>(1) <u>Operates the central telephone switchboard serving all programs of the Post by:</u></p> <ul style="list-style-type: none"> <li>- receiving telephone calls such as those initiated by businessmen, universities and other academic authorities, television, radio and newspaper reporters, distressed Canadians, students and others, and identifying the information required for callers,</li> <li>- answering enquiries of callers, searching and providing directly general information related to the various programs of the Post and Canada in general,</li> <li>- transferring telephone calls to the appropriate extension for further enquiries,</li> <li>- taking telephone messages and directing them to the appropriate persons.</li> </ul> | <p>60%</p> |
| <p>(2) <u>Provides general information to visitors and callers related to the various programs of the Post and answers general enquiries on Canada by:</u></p> <ul style="list-style-type: none"> <li>- greeting all visitors of the Post such as officials, immigrants, tourists and students and maintaining the visitors' book,</li> <li>- searching for and communicating information on specific enquiries,</li> </ul>   | <p>35%</p> |