

BENCHMARK POSITION NUMBER: 6 CLASSIFICATION LEVEL: 4
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 consular, public affairs, and commercial programs of the post and answers general enquiries on Canada; receives, directs and sends out mail for the post; and performs other duties.

DUTIES% OF TIME

- (1) Operates the central telephone switchboard serving all programs of the post by: 40%
- receiving telephone calls such as those initiated by businessmen, universities and other academic authorities, television, radio and newspapers, reporters, distressed Canadians, students and others, and identifying the information required by the callers,
 - answering enquiries of callers, searching and providing directly general information related to the various programs of the post and Canada in general,
 - transferring telephone calls to the appropriate extension for further enquiries,
 - taking telephone messages and directing them to the appropriate persons,
 - placing long distance telephone calls for the post staff and keeping the appropriate records including lists of recoverable charges.
- (2) Provides general information to visitors and callers related to the consular, public affairs, and commercial programs of the post and answers general enquiries on Canada by: 40%
- greeting all visitors to the post such as officials, immigrants, tourists and students, and maintaining the visitors book,