



**LEGAL AID COMMISSION**  
*"An Equal Opportunity Employer"*

**POSITION DESCRIPTION**

<b>Employee:</b>		<b>Employee ID:</b>	
<b>Salary Scale:</b>	<b>[\$16,940.70 - \$22,192.33]</b>	<b>Designation:</b>	<b>Receptionist</b>
<b>Level:</b>	<b>REC 01</b>	<b>Duty Station:</b>	<b>Nabouwalu</b>
<b>Reports to:</b>	<b>Officer in Charge</b>	<b>Report:</b>	<b>N/A</b>

**Position Purpose**

The primary purpose of this position is to provide efficient and effective customer service and provide assistance to the Client Information Officer.

**Key Responsibilities**

- Efficient management of counter duties
- Exceptional professional customer experience provided to clients, members of public and other stakeholders as the first point of contact for the Commission
- Quality professional phone etiquette maintained at all times
- Ensure correct and reliable information via face-to-face, over the phone and electronically
- Manage all relevant incoming correspondence effectively in line with established procedures
- Effective Paralegal duties carried out as and when required
- Provide efficient clerical and administrative support service to Client Information Officer when required
- Adherence to client and file management policies
- Encourage teamwork and cooperation with Commission departments
- Promote and demonstrate the Commission's image and value standard

**SELECTION CRITERIA**

**The Person**

A Certificate in Front Line/Desk Management experience is essential and a Diploma in Administration would be an added advantage.

**Knowledge, Experience, Skills and Abilities**

- At least 2 years of continuous experience in a similar role in an organization
- Strong knowledge & experience of front office/customer service work;
- Working knowledge of computers and relevant software application;
- Knowledge of customer service principles and practices;
- Experience in switchboard operation;
- Experience with office management software like MS Office Suite.
- Excellent time management skills and the ability to prioritize work;
- Ability to handle difficult or emotional customers;
- Excellent command of English
- Maintain confidentiality with respect to client and Commission's information

**Eligibility**

All applicants for employment in the Legal Aid Commission will be required to provide a medical and police clearance as a pre-requisite condition for employment.

**Change to Job Description**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment hence this job description may be reviewed to accommodate the change.

\_\_\_\_\_  
Receptionist

\_\_\_\_\_  
Date

\_\_\_\_\_  
Officer in Charge

\_\_\_\_\_  
Date