

## Receptionist and Switchboard Operator – Supplier Park Development Company (SOC) Ltd trading as AIDC, Rosslyn, Gauteng

The Supplier Park Development Company (SOC) Ltd trading as AIDC is a Government owned, public entity company established to provide support to the SA Automotive Industry in its drive for global competitiveness. It is a dynamic company that offers exciting career opportunities. The AIDC's success hinges on its human capital, and in the pursuit to realise its strategic objectives, the AIDC aims to recruit a **Receptionist and Switchboard Operator** in a **permanent contract** position with three months' probation. The successful candidate will report directly to the **Business Support Services Manager or Operations Manager: Gauteng Automotive Learning Centre**.

**POSITION** : **Receptionist and Switchboard Operator X2**  
**PERIOD** : **Permanent Contract**  
**LOCATION** : **AIDC and Gauteng Automotive Learning Centre**  
**ADVERT REF NO** : **2021/11- 10**  
**DEPARTMENT** : **Business Support Services**  
**TCOE** : **R 205 138,47 per annum**  
**JOB GRADE** : **B3**

<b>CURRENT JOB TITLE</b>	Receptionist and Switchboard Operator	<b>JOB GRADE</b>	B3
<b>PROPOSED JOB TITLE</b>			
<b>JOB CODE</b>			
<b>DEPARTMENT</b>	Business Support Services		
<b>DATE REVIEWED</b>	07.07.2021		
<b>LOCATION</b>	Rosslyn		
<b>EMPLOYMENT STATUS</b>	Permanent		
<b>PURPOSE STATEMENT</b>			
Provide first point of contact for the ASP by receiving, directing and attending to visitors and staff members' enquiries made by phone or in person and providing a complete switchboard function			
<b>POSITION IN THE ORGANISATION</b>			

<b>LINE MANAGER</b>	Business Support Services Manager or Operations Manager: Gauteng Automotive Learning Centre
<b>POSITION</b>	Receptionist
<b>SUBORDINATE</b>	None
<b>SUBORDINATE POSITIONS</b>	
<i>Please provide job titles of subordinates and total number of employees per job title (organogram can be inserted)</i>	
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<b>MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – (Please provide a short description under each heading/output)</b>	<b>TIME SPENT</b>
<p>1. <b>Reception Services</b></p> <ul style="list-style-type: none"> <li>• Act as an initial point of contact for all visitors to Automotive Supplier Park.</li> <li>• Answering of incoming telephone calls and forward</li> <li>• Take messages and escalate the messages via email for SPDC staff members</li> <li>• Escort clients booked for conferences to their destinations.</li> <li>• Communicate with Security from time to time on to confirm visitor appointments</li> <li>• Ensure that a tenant or staff member is notified timeously whenever a visitor arrives.</li> <li>• Keep the reception desk tidy at all times</li> <li>• Ensure that the phone must be answered promptly</li> </ul>	90%
<p>2. <b>Mail Services</b></p> <ul style="list-style-type: none"> <li>• Collects and Sorts mail</li> <li>• Contact the relevant tenants notify of mail for collection</li> <li>• Sign for mail from couriers service and notify tenants (by arrangement) or SPDC staff member of such mail/parcels</li> <li>• Return mail to the post office which is not collected by the tenants or SPDC staff members</li> </ul>	10%
<b>TOTAL</b>	<b>100 %</b>

A) KNOWLEDGE AND SKILLS	
<b>FORMAL EDUCATION</b>	<ul style="list-style-type: none"> <li>Grade 12</li> </ul>
<b>TECHNICAL/ LEGAL CERTIFICATION</b>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>A minimum of 1-year front desk and switchboard experience</li> <li>Knowledge of multi-line telephone systems</li> <li>An understanding of the purpose, background and policies of the company</li> </ul>

COMPETENCIES		
KNOWLEDGE	SKILLS	ATTRIBUTES
Policies and Procedures	Computer Literacy	Tact
Switchboard Systems	Communication	Welcoming
CRM	Conflict Handling	Time Management
	Switchboard telephone	Attention to detail
	Inter personal	Honesty
	Message taking and email	Ability to work under pressure
	Telephone skills	Image consciousness
		Sense of Humour
		Resilient
		Friendly

For full details on the above positions, including minimum requirements, qualifications and experience please visit the following respective website – [www.ggda.co.za](http://www.ggda.co.za), [www.aidc.co.za](http://www.aidc.co.za) and [www.conhill.org.za](http://www.conhill.org.za).

All enquiries and applications for Constitution to be addressed to [recruitment@conhill.org.za](mailto:recruitment@conhill.org.za). All enquiries and applications for GGDA holdings to be addressed to [recruitment@ggda.co.za](mailto:recruitment@ggda.co.za). All enquiries and applications for AIDC to be addressed to [hrrecruitment@aidc.co.za](mailto:hrrecruitment@aidc.co.za)

The closing date for all above positions is the 29<sup>th</sup> of November 2021 12:00 HRS midday, diversity is encouraged, preference will be given to Women, Youth and People with Disabilities and only shortlisted candidates will be contacted.

“The Protection of Personal Information Act (POPIA) came into effect on 1 July 2021. The GGDA respects your privacy and is committed to keeping your personal information secure and confidential. The Group will ensure that in Processing an

**Applicant's or Employee's Personal Information, it will adhere to its obligations in terms of POPIA. By virtue of you applying for this position, you give The Group the consent to keep and or process your information as per POPIA".**