**JOB VACANCY – RECEPTIONIST-cum-CLERK**

The Indian High Commission in Freetown invites applications from suitable candidates for the position of **Receptionist-cum-Clerk** at its Chancery.

**Duties/Responsibilities:**

Roles and Responsibilities and the precise range of duties will vary over time according to the exigencies of the needs of the High Commission, but will include the following:

**Administration**:

* Procurement of supplies & services; Order all stationary and supplies for the office and report to appropriate office any problems or malfunctions with office equipment;
* Transport & travel arrangements/coordination;
* IT support;
* Coordinate local utilities and service requirements, local communication – contacting government agencies, other diplomatic missions and organisations, etc.;
* Ensure appropriate filing of all documents (letters, payments files etc); Maintain security by following procedures, monitoring logbook, etc.;
* Track driver schedules.

**Consular**:

* Act as first point of contact for Embassy visitors requiring consular services;
* Assist in the activities/work of the Consular Section, including receiving and scrutinizing applications and issuance of consular documents, visa, maintenance of records, etc.;
* Processing and checking a wide variety of consular related applications from Indian citizens;
* Processing and checking visa applications;
* Communicate and consult with Sierra Leonean Ministries and authorities on administrative and consular matters;
* Develop expertise in Mission’s consular, accounting and management procedures;

**Information & Education**:

* Attend to telephone calls, respond to email enquiries seeking information on various issues, including education and training courses in India;
* Screening of applications for scholarships to study in India and interviewing the candidates, uploading of documents on educational portal;
* Receive and manage applications for international training courses in India;
* Maintain and update subscriptions for newspapers and other publications;

**Secretarial**:

* Act as a Secretary for the High Commissioner and other sections when required;
* Coordinate and track representational events by preparing guest lists and invitations including receiving RSVPs, organizing catering, greeting guests, determining venues, etc.;
* Managing the diary of the Head of Mission, including the management of invitations, meeting schedules;
* Scheduling of meetings for officers of the Mission and coordination;
* Visiting local government departments or other officers to collect important information, as and when required;
* Maintains Mission’s databases, primarily contacts;
* Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately; Notify officers of visitors’ arrival;
* Keep a safe and clean reception area by complying with procedures, rules, and regulations;
* Contribute to team effort by working in close coordination with other members of the Mission;
* Any other tasks assigned by officers of the Mission.

**Accounts:**

* Daily management of the Mission accounts and payments, including liaison with diplomatic staff;
* Preparation of month-end accounts for HQ;

**General**:

* Receive and screen all incoming telephone calls; Respond to inquiries and requests, or direct to responsible parties for action;
* Maintain and manage a tracking system for all incoming and outgoing correspondence;
* Organisation of & assistance with functions at the Mission & Residence;
* Replace and provide temporary cover in other Mission positions (interoperability);
* Adhere to general office protocol and procedures.

**Minimum Qualification/Requirement:**

* Bachelor’s degree from a recognised university; Degree in a discipline of relevance to the role of Consular/Administrative Assistant or relevant professional experience in a diplomatic mission;
* At least 5 years of relevant professional experience as a Receptionist, Clerk, Administrative/Consular Assistant;
* Excellent written and oral command of English language;
* Excellent computer skills (word, excel, etc);
* Medically fit to perform the required duties;
* Discretion and impeccable ethical standards;
* Excellent organisation skills.
* Strong IT skills; High degree of integrity and trust; Initiative and Team Work; Excellent administrative and organisational skills; Excellent interpersonal and communication skills with good presentation skills.

**Skills and Abilities:**

* Must have good judgment and the ability to work under pressure when dealing with colleagues and the public. Strong interpersonal skills. Advanced knowledge of all applications in the MS Office suite;
* Fast and accurate word processing skills required. Customer service skills, including office courtesies, patience, and composure are required to handle demanding individuals in a courteous and effective manner. Ability to identify and establish priorities, use of discretion and judgment in managing the office.
* Ability to perform courteously and efficiently, both independently and as a team member, with public superiors, colleagues, contract employees and security personnel, in a high pressured, multicultural environment.
* Ability to work with minimal supervision, to set priorities and organise workloads to meet deadlines. Ability to work under pressure, solve problems, be flexible and adapt to new tasks and situations as required;
* Ability to multitask, work under pressure and handle even increased workload on schedule;

**Preference would be given for applicants with:**

* Working experience in a diplomatic mission, international organization, international NGOs, multinational agencies, etc.
* Additional educational qualifications/certified professional training in secretarial duties/office management;
* Demonstrated basic knowledge of accounting.

**How to apply**

Applications (typed/printed) in the attached format may be submitted in a sealed envelope superscribed “**Application for the post of Receptionist-cum-Clerk**” to:

The Head of Chancery

High Commission of India

C/o Pearl Residence & Suites

Lumley Beach Road

Freetown

\* *Handwritten applications shall not be accepted.*

**Documents to be attached**:

1. Curriculum Vitae
2. Copies of educational and other certificates
3. At least three reference letters (university/educational institution last studied; current and previous employers; personal reference)
4. Two (2) current passport size photographs

**Age**: Below 35 years (not born before 1 Jan 1985)

Remuneration – Attractive

The Indian High Commission is an equal opportunity employer. Women are strongly encouraged to apply.

Please note that only shortlisted candidates will be contacted/called for interview.

The last date for submission of application is **Friday, 5 February 2021.**

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**Application for the post of** **RECEPTIONIST-CUM-CLERK**

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| --- | --- | --- |
| Name | : |  |
| Date of Birth | : |  |
| Place of Birth | : |  |
| Nationality | : |  |
| Passport No. | : |  |

|  |  |  |
| --- | --- | --- |
| Government ID No. | : |  |
| NASSIT Registration No. | : |  |
| Mobile No. | : |  |
| Email | : |  |
| Father’s Name | : |  |
| Mother’s Name | : |  |
| Residential Address | : |  |
| Educational Qualifications  (certificates to be attached) | : |  |
| Whether worked in any diplomatic mission before? If so, details thereof | : |  |
| List professional certifications, computer skills, formal and/or online training, any other skills and abilities | : |  |
| Past Work Experience  (documentary evidence to be provided) | : |  |
| Whether you have been involved in any civil or criminal case during the past ten years | : |  |
| Whether you have been arrested/detained by the police ever | : |  |
| Countries visited in the last three years | : |  |
| Names of three references, along with their address, contact number and occupation  (should not be relatives; at least two should not be former supervisors) | : |  |

Place:

Date: Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_