

BALOZI WA JAMHURI YA MUUNGANO WA TANZANIA

Simu : 32 2 640 65 00
Fax : 322 646 80 26
E-mail : tanzania@skynet.be
Website : www.tanzaniaembassy.be



72, Av. Franklin Roosevelt
1050 Brussels
BELGIUM

Vacant post: Receptionist/Registry

The Embassy of the United Republic of Tanzania in Brussels, Belgium is looking to employ a Receptionist/Registry to perform duties and activities associated with this post. The conditions of employment will be based on Belgium employment laws and the Tanzania Foreign Services Regulations 2016, as regards to the employment of Local Staff. This post requires a range of skills to successfully perform all the activities associated with reception/registry.

The successful candidate for this post is required to possess at least a bachelor degree in the relevant field, with work experience of not less than 5 years and should be aged at least 33 years at the time of employment with the Embassy. The master's degree will be an added advantage,

Languages and communication skills

The candidate should have excellent communication skills particularly excellent command of written and spoken English, French and Dutch language, moderate speaking of Swahili will be an added advantage.

Salary and remuneration

Attractive salary will be offered to the successful candidate in accordance with Belgium labour laws.

Duration of employment

Permanent employment after successful completion of the probation period of 3 months

Duties, skills and responsibilities to be performed will include the following:

Receive Visitors

- greet visitors appropriately
- determine visitor needs in a professional manner
- maintain visitor register
- offer refreshments to visitors where appropriate
- direct visitors to correct person
- ensure back up when absent from reception desk

Answer Phone Calls

- answer and address incoming phone calls in a timely and polite manner

- clearly determine the purpose of the call
- deal with queries and provide correct information
- forward calls to appropriate person
- take and deliver messages accurately and completely

Manage Mails

- sort and distribute incoming mails
- prepare outgoing mails for pick-up or courier
- organize courier deliveries

Monitor Security

- monitor people coming and going through the reception doors
- issue visitor passes where required
- be aware of and report suspicious activity

Financial

- process visa application
- monitor and record of daily visa revenue
- balance visa revenue
- prepare Diplomatic Bag

Clerical/Registry

- photocopy and collate documents
- fax documents
- Proper keep registry of files
- file documents accurately
- maintain equipment and report any malfunctions
- monitor, control and order office supplies

Organize Meetings

- book meeting room
- inform participants
- set up meeting room with necessary stationary and equipment
- organize catering for meeting

Secretarial Support

- prepare correspondence and documents
- update databases
- organize mailings
- prepare and maintain spreadsheets

- schedule and follow up on appointments

Reception Area Maintenance

- keep reception area clean and neat
- maintain and organize reading material

Personal Presentation

- maintain a neat and well-groomed appearance
- maintain an attentive posture
- respond professionally to visitors and callers

Embassy Representation

- maintain confidentiality and show discretion
- adhere to Embassy rules and procedures
- represent the Embassy in an ethical and professional manner
- maintain a complete knowledge of the Embassy structure, personnel names and titles
- remain calm under pressure

Communication skills

- write well using correct grammar and spelling
- communicate verbally with confidence and clarity
- ask effective questions
- listen actively and respond with empathy
- follow instructions properly
- understand and respond to non-verbal signals

Customer Service Orientation

- clarify customer needs
- provide solutions and support to the customer using in-depth knowledge of the Embassy and the Government of Tanzania Foreign Policy
- deal effectively with difficult customers

Computer Skills

- MS Word
- Outlook
- Excel
- Internet/Intranet
- accurate and fast typing skills

Work Management

- set priorities, plan and organize tasks
- schedule activities accurately
- find and use resources effectively
- pay attention to details
- complete tasks on time

Information Management

- locate and collect information
- organize information
- distribute information efficiently

Mode of application

Interested candidates should send their application letters together with their CVs and academic certificates to

Ambassador

Embassy of the United Republic of Tanzania

Avenue Franklin Roosevelt 72

1050 Brussels

Email: tanzania@skynet.be

Application can also be sent through the official email of the Embassy mentioned above. Please take note that telephone calls will not be entertained.

Reference

Applications should be accompanied with reference letters from 3 reputable persons.

Deadline for application

All applications should reach the Embassy by 23rd February 2019 at 13hrs pm, Central European Time; application received after the deadline will not be accepted.