



JOB PROFILE

ADMINISTRATIVE DETAILS

POST NO:	Reception _ October 2023
JOB TITLE:	Reception Intern
CAMPUS:	Howard College, Durban, KZN
START DATE	October 2023 (6 month fixed-term contract internship)
REPORTING STRUCTURE:	Executive Assistant

INTRODUCTION

UKZN Extended Learning (UEL) is committed to enrichment through lifelong learning by providing high quality credit and non-credit bearing short courses and academic programmes in collaboration with the Schools and Colleges of the University of KwaZulu-Natal. We are looking for a passionate and innovative individual to join our team as a Reception Intern and invite suitably qualified graduates to apply. The internship will provide the successful candidate with an opportunity to gain relevant experience in a variety of activities associated with reception within an educational institution.

PURPOSE OF THE JOB

The Reception Intern will be responsible for providing professional, courteous and friendly all-round visitors' reception, manage the switchboard and provide general admin support to UEL. As direct contact with customers is required, the Receptionist must be a people person.

KEY ACTIVITIES

- Manage all switchboard related duties
- Greet, assist and direct all visitors professionally
- Receive, direct and relay telephone messages accurately
- Distribute internal mail
- Cold-calling potential clients and Telesales
- Assist in the planning and preparation of meetings
- Respond to general public enquiries
- Provide minute taking support for internal meetings as required
- Assist with event management

<ul style="list-style-type: none"> • Assist with CRM enquiries when required • Provide administrative support to staff as required • Provide any other relevant support associated with reception duties • Special projects / Ad Hoc duties that may arise from time to time (which is not described above) 	
MINIMUM QUALIFICATION AND EXPERIENCE REQUIRED FOR THE POST	
EDUCATIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Matric and relevant secretarial qualification
IN ADDITION TO THE ABOVE	
SKILLS AND COMPETENCIES REQUIRED FOR ROLE	<ul style="list-style-type: none"> • Excellent telephone etiquette • Polite, friendly and professional manner • Excellent communication skills both written and verbal • A high level of proficiency is required in English (verbal and written communication) • Proficiency in isiZulu would be advantageous • High level of computer literacy, including MS Office, email and internet • Assist with event management • Assist with CRM enquiries when required • Ability to use initiative and to work without continuous supervision • High level of attention to detail • Customer-centric nature • Positive attitude • Outstanding organisational ability • Problem solving abilities • Situational sensitivity • Good interpersonal skills • Ability to use initiative • Passion and a 'can-do' attitude.
ADVANTAGES:	<ul style="list-style-type: none"> • Relevant work experience at a higher educational institution

Please note that we collect personal details submitted by candidates when applying for positions at UKZN Extended Learning (Pty) Ltd ("UEL"). The collection and use of personal details that you provide will be used primarily for recruitment and selection purposes. This data may be kept on file for records or statistical purposes. We implement reasonable data security standards designed to protect your personal data from loss, misuse, alteration, destruction or damage to ensure a level of security appropriate to the risk. Furthermore, we take steps to restrict access of your personal data to personnel who may need access for recruitment and selection purposes.