

VACANCY

Position: SECRETARY/RECEPTIONIST (x1 position)
Job Grade: B5
Location: South Branch Office, Keetmanshoop

The incumbent will report directly to the Regional Manager -South, Keetmanshoop, will perform a variety of office support and secretarial duties and serve as contact / liaison person between branches and Head Office.

Key Performance Areas:

- Promote image and credibility of the company by receiving visitors with courtesy and in accordance with general protocol.
- Maintains good working relationship with colleagues / users and clients.
- Operates telephone switchboard by receiving phone calls and directing them to right people.
- Takes messages when staff are not responding to phones calls or when in meetings.
- Receives hand delivered mails from outside, signs out, sorts, and distributes to right people.
- Handle client enquiries and refer them to relevant staff.
- Arranges for couriers to collect outgoing mails.
- Maintains the Regional Manager's diary by scheduling appointments and arranging meetings.
- Performs all secretarial duties for the Regional Manager.
- Maintains an efficient and accurate filing system for the safe custody, correspondence, documents, reports, and policies.
- Handles purchase order / requisition for the Regional Manager and department staff in respect of travel and accommodation.
- Keep track on the Regional Manager's activities in his / her absence.
- Perform relief duties on behalf of the Customer Care Agents as and when required.

Competencies required:

Knowledge:

- Knowledge of branch and office procedures

Skills and Behavioural Competencies

- Planning and administrative skills.
- Minute taking skills.
- Telephone etiquette.
- Computer literate (MS Word, Excel, Outlook).
- Interpersonal and communication skills.
- Listening skills

Minimum Education and Experience Requirements:

- An appropriate National Diploma in Information Administration / Secretarial or equivalent.
- 2 years' experience in Secretarial environment
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Applicants should be Namibian citizens. NHE is an equal opportunity employer and offers a competitive remuneration and benefits packages.

People with disabilities meeting requirements are encouraged to apply.

Only shortlisted candidate will be contacted and no documents will be returned.

Applications should be addresses to:

The Chief Executive Officer

Attention: Acting Executive: Human Capital & Strategy

**NHE Head Office -7. Gen. Murtala Muhammed Ave.
PO Box 20192, Eros, Windhoek**

Only applications submitted via NHE recruitment e-mail (recruitment@nhe.com.na) will be accepted.

CLOSING DATE: 13 NOVEMBER 2023