

JOB DESCRIPTION

Position Title	:	Front Desk Officer
Department	:	Dental Clinic
Report to	:	Dean of FHS, Deputy Dental Clinic Manager & Assistant Dental Clinic Manager
Reportee (if any)	:	N/A
Employer	:	University of Puthisastra
Location	:	Phnom Penh, Cambodia

I. Duties and Responsibilities:

The overall job description below outlines the main areas of responsibilities of the Employee:

- Answer telephone for the purpose of screening calls, transferring calls, responding to inquiries and/or taking messages
- Distribute items within the university (e.g. mail/packages, messages, applications, etc.) for the purpose of ensuring receipt to addressee and/or providing material/s
- Greet individuals entering the university (e.g. students, parents, vendors, candidates etc.) for the purpose of responding to inquiries; and/or directing individuals to appropriate location in accordance with established building security procedures
- Maintain building information (e.g. use schedules, staff directories, emergency contacts, etc.) for the purpose of providing reference information
- Maintain reception area materials for the purpose of providing resource information to visitors
- Perform general secretarial and clerical functions (e.g. scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations
- Undertake other responsibilities as assigned by the management

II. Minimum Qualifications and Requirements:

1. Experience

- At least 1-year experience in customer service preferably in tertiary institutions or similar role

2. Education

- Bachelor Degree

3. Skills/Competencies:

- Demonstrated interviewing skills
- Strong oral and written skills

- Ability to work independently and as a team
- Demonstrated ability to make independent judgment and work under pressure
- Strong interpersonal skills
- Ability to interact successfully with student body, faculties and administration