

## FRONT DESK OFFICER

### Description

The Institute of Professional Studies Kampala stands as Uganda's premier destination for professional education and development. We're committed to delivering world-class education while fostering innovation, cultural diversity, and professional excellence throughout East Africa.

### BE THE FACE OF EXCELLENCE

Are you a dynamic professional who thrives in fast-paced environments? Do you have a passion for creating exceptional first impressions while supporting academic excellence?

**IPSK is seeking a dynamic and professional Front Desk Officer** to serve as the welcoming face and first point of [contact](#) for our prestigious institute. This pivotal role combines traditional reception excellence with modern administrative support, requiring a brand ambassador who embodies our commitment to academic excellence and professional service.

As our Front Desk Officer, you'll be instrumental in creating positive first impressions while managing complex administrative operations that support our academic community of students, faculty, and stakeholders. This position offers an opportunity to work at the intersection of student services, executive support, and institutional operations in Uganda's leading professional education environment.

### Responsibilities

#### Reception & Client Relations

- **Primary Contact Management:** Serve as the first point of [contact](#) for all inquiries from students, faculty, staff, and external visitors
- **Visitor Experience:** Welcome and professionally direct guests, determining [visit](#) purposes and escorting them to appropriate destinations
- **Communication Hub:** Operate multi-line telephone systems to efficiently handle, screen, and route calls
- **Customer Service Excellence:** Address visitor inquiries with professionalism and courtesy, resolving complaints within the scope of authority
- **Facility Oversight:** Maintain the reception area and institute premises to the highest standards of cleanliness and organisation

#### Administrative Support

- **Executive Assistance:** Provide comprehensive administrative support to the Academic Registrar and Principal, including calendar management and appointment coordination
- **Meeting Coordination:** Arrange meeting room reservations, catering services, and travel bookings for senior leadership
- **Document Management:** Draft, review, and proofread official correspondence and institutional documents

### Employment Type

Full-time

### Beginning of employment

Immediately

### Duration of employment

Permanent

### Industry

Education

### Job Location

Plot 6207 Rose lane Muyenga

### Working Hours

8:00 – 5:00

### Date posted

August 12, 2025

### Valid through

27.08.2025

- **Mail & Communications:** Efficiently manage incoming and outgoing mail, messages, and courier deliveries
- **Meeting Support:** Serve as secretary for general staff meetings, including preparation and documentation

### **Data Management & Technology**

- **Records Administration:** Maintain accurate filing systems through systematic retrieval, storage, compilation, and updating of institutional records
- **Contact Database:** Keep current contact information for collaborative partners and institutional stakeholders
- **Access Control:** Assist in issuing guest passes and employee identification cards
- **Digital Proficiency:** Utilise Microsoft Office Suite for presentations, reports, and various administrative tasks

### **Institutional Support**

- **Student Services:** Participate in administrative processes supporting student recruitment and program delivery
- **Event Coordination:** Support institutional events and special programs
- **Cross-functional Collaboration:** Work effectively with diverse teams across academic and administrative departments

### **Qualifications**

#### **READY TO MAKE YOUR MARK?**

**Join IPSK and become part of Uganda's educational transformation!**

#### **HOW TO APPLY**

Send us your complete application package:

- **Comprehensive CV** showcasing your administrative excellence
- **Cover Letter** explaining why you're perfect for IPSK
- **Relevant Certifications** demonstrating your qualifications

**Email:** [hr@questenergyug.co](mailto:hr@questenergyug.co)

**Subject Line:** "Front Desk Officer Application – [Your Name]"

**Applications close:** 27th August 2025

*IPSK is an equal opportunity employer committed to diversity and inclusion. We encourage applications from all qualified candidates regardless of race, gender, religion, or background.*