

## FRONT DESK OFFICER

### Description

The Institute of Petroleum Studies-Kampala (IPSK) is looking for a Front Desk Officer who will be responsible for handling the **front office reception** and **administration duties**, including greeting guests and directing them to respective officers, answering phones, handling company inquiries, scheduling meetings and travel for Directors and Management, and sorting and distributing mail. He or she is responsible for ensuring that effective and efficient administrative support is provided to IPSK Staff, Students, Contractors, and Visitors by providing a safe, secure, and attractive reception area, enabling information flow between IPSK Staff, Students, and the Public with maximum efficiency and professionalism.

### Responsibilities

- To act as the first point of [contact](#) for inquiries about the IPSK from students, Staff, and the Public;
- Supervise the order and cleanliness of the reception area ;
- Operate telephone to make, answer, screen, or forward calls;
- Maintain and update appointment calendars;
- Resolve Customer complaints within the scope of authority and register and forward other matters to relevant Officers;
- Respond to visitors' questions professionally and courteously
- Greet persons entering the IPSK premises, determine the nature and purpose of the visit, and direct or escort them to relevant destinations;
- Collect, sort, distribute, or prepare mail, messages, and any other courier deliveries;
- Communicate with Supervisors, Peers, or Subordinates and provide information in written form, e-mail, or in person;
- To promptly receive, sort, and distribute incoming mail and handle outgoing mail and or communications to relevant Staff;
- Maintain records through filing, retrieval, retention, storage, compilation, coding, updating, and destruction;
- Participating in Administrative services dedicated to student recruitment, delivery of teaching programs, and IPSK events;
- Keeps track of Contact data of persons and Institutions collaborate with;
- Confirm appointments with external people for/on behalf of the Academic Registrar & Principal to ensure that unexpected visitors do not access the Academic Registrar's & Principal's office;
- Draft, review, and proofread office documents;
- Secretary to the General Staff meeting;
- Assist in issuing guest passes and employee ID cards;
- Assist in making meeting room reservations, catering arrangements, and travel bookings.
- **To carry out other duties as requested by the Principal**

### Qualifications

**Essential:** Holder of a recognized Bachelor's Degree in Office & Information Management, Business Administration and Management.

### 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

January 6, 2025

### Valid through

16.01.2025

**Hands on Experience** of at least three (03) **years** attending to a busy schedule with extra administrative duties in a public and private sector environment.