Job Description: Front Desk officer

Institute of Social and Policy Sciences (I-SAPS) is a national policy research institute working across Pakistan to undertake multi-disciplinary research, develop human resources and inform public policies. I-SAPS requires services of a Front Desk Officer.

The selected candidate will be expected to perform following responsibilities:

1. **Operation of telephone exchange/Documentation:**
   a. Receive telephone calls and connect them to concerned individuals.
   b. Connect assigned outgoing calls / telephone numbers.
   c. Maintain a record of all in-coming and out-going calls on prescribed forms.
   d. Circulate weekly summary of telephone calls to entire staff for determining official/private status of calls. Send a copy of the same to FO (through HR & Logistics Officer) for billing purposes.
   e. Send/receive faxes.

2. **Visitors to Office:**
   a. Note the particulars of visitors in the visitor’s sheet.
   b. Assist the visitors in meeting the intended person.

3. **Attendance/Staff movement:** Maintain attendance and staff movement sheets.

4. **Handling of mail:**
   i. **Incoming mail:**
      i. **Official:** It will be opened, shown to HR & Logistics Officer for information and send to respective individuals.
      ii. **Private/Confidential:** This type of mail will not be opened and will be sent to all the concerned persons.
   ii. **Outgoing Official mail:**
      i. Check all letters to see these have been signed by the originator and produced on proper letterheads.
      ii. In case of any discrepancies, return the letter to the originator for necessary correction.
   iii. **Recording:**
       Record all incoming and out going mails in the register / computer.

5. **Official Forms:** Keep sufficient stock of forms in the shelf kept in the reception room for this purpose.

6. **Front Office / Meeting Room:** Ensure proper layout and cleanliness of Front Office and Meeting Room at all time.