

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.