

**Gauteng Film Commission,
35 Rissik Street, Johannesburg,
2108, South Africa**

Tel +27 11 833 0409

Email hr@gautengfilm.org.za

Website www.gautengfilm.org.za

PO Box 61840

Marshalltown

2107

Notice is hereby given of the following position available at the Gauteng Film Commission:

Position: Receptionist

Position Status: Fixed-Term Contract for 6 Months Duration

Application Deadline: 09 May 2024

Applicant Status: Open to External Applicants

The Gauteng Film Commission is an NPC entity within the Gauteng Provincial Government under the leadership of the Department of Sport, Arts, Culture and Recreation mandated with the development, promotion and coordination of the film and television production industry in Gauteng. In addition, the Gauteng Film Commission is responsible for positioning the province as a world-class destination for filmmaking as well as attracting local and international investments in the film and television industry.

Job Brief

We are looking for a **Receptionist** to join the Gauteng Film Commission to provide effective, efficient, friendly, and one-stop reception and telephone services to all internal clients and the public in answering and transferring incoming calls and complaints to the relevant function (s) or person (s).

The key responsibilities as stipulated below but not limited to:

- I. Execute Receptionist responsibilities diligently.
 - Ensuring professional interface with visitors by acknowledging them on arrival and establishing what their needs are so that they can be directed to the appropriate section and given assistance if required.
 - Answering telephone calls to maintain the good image of the organisation. Transfer phone calls to the appropriate person or unit/section and follow up to ensure that the caller's needs have been met.
 - Providing logistical support for all bookings of boardrooms for meetings.
 - Assist with general info e.g., assist with making available information by procedures, ordering flowers.
 - In the absence of the PA to the CEO make diary bookings and receive or make telephone calls

- II. Monitoring telephone usage by
 - Maintaining a register to be completed by staff requesting lines in respect of international calls.
 - Printing of telephone reports from the telephone management system for distribution to managers.
 - Updating the telephone lists every month and distributing them to all staff as and when required
 - Ensuring that the switchboard, telephone equipment system and switchboard computer are in good working condition by;
 - Testing faulty lines/equipment before logging a call to the relevant service provider/ICT Unit
 - Immediately report any faults to the service provider/ICT via the Administrator
 - Following up on calls logged at the relevant service provider/ICT

- Arranging of new telephones, re-programming of extensions, applications for additional lines or extensions and service calls
- Maintaining a stock register of telephone equipment/instruments
- Administer all stationery processes e.g., ordering, follow-up distribution and monitoring of stock.

III. Deliveries/Mail registry:

- Receive and keep a record of all incoming mail.
- Distribute mail to relevant units.

Education

- I. Matric /Grade 12
- II. Relevant customer service or secretarial qualifications would be an added advantage.

Experience

- I. At least 1 - 2 years' experience as a Receptionist/Switchboard Operator.

Package & Remuneration

- I. Market-related

Key Skills and Competencies

- I. Communications
- II. Interpersonal
- III. Customer Service
- IV. Telephone Etiquette
- V. Time Management
- VI. Confidentiality
- VII. Read and write
- VIII. Typing skills

Knowledge

- I. Computer literacy (MS Office)
- II. Understanding different languages
- III. Thorough knowledge of the responsibility of a Switch Board Operator
- IV. Understanding of filing

Abilities

- I. Ability to work under pressure.
- II. Time management: Ability to prioritize and meet deadlines.
- III. Ability to make reasoned judgements.
- IV. Ability to make sound decisions.
- V. Ability to work within a team environment.
- VI. Ability to work with a variety of people.
- VII. Creativity/Initiative.
- VIII. Organisational and administrative ability.
- IX. Fluency in English and one or more African languages.
- X. Ability to travel.

Application Process

- Interested persons should submit their applications via email to hr@gautengfilm.org.za.
- An application should comprise a comprehensive **CV (PDF or MS Word Format)**, **Certified Copies of Qualifications** and a **Certified Copy of ID (PDF Format) not older than 6 months**.
- It is in the best interest of the applicant to ensure that their application is fully compliant with the specifications of this advert.
- The qualifications of recommended candidates will be subject to verification via an accredited verification agency.
- Given the employment equity policy of the Gauteng Film Commission, preference will be given to suitable candidates from the designated groups.
- Please note that if you have not received any feedback on your application within **one (1) month** after the closing date of the advertisement, you should regard your application as being unsuccessful.
- When applying, applicants should state the field of work/occupation for which they are applying in the subject line of the email.
- It is in the applicant's best interest to ensure that they comply with these instructions to ensure that their application is not disqualified on technical and compliance grounds.
- No late applications will be accepted.
- For any enquiries, kindly contact the Corporate Services Administrator **(011) 833 0409**

Disclaimer! The GFC reserves the right not to appoint.