



EMBASSY OF THE REPUBLIC OF KENYA IN FRANCE

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3, rue Freycinet
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POST OF TELEPHONE OPERATOR/RECEPTIONIST

The Embassy of the Republic of Kenya in Paris hereby invites suitable candidates to apply for the post of Telephone Operator/Receptionist. The applicant must possess a valid residence/work permit.

Education

- Basic Degree/Diploma Certificate in Hospitality or related field

Qualifications and Competences.

- Practical experience in Front Office/Receptionist duties.
- Polite and courteous telephone manners.
- High levels of accuracy in recording and distributing messages in English and French.
- Strong oral and written communications skills in English and French.
- A working knowledge of Kiswahili would be an added advantage.
- Demonstrated history of delivering high-level client services, in courteous and polite manner with a strong customer focus.
- Good organizational and interpersonal skills.
- Demonstrated experience in maintaining the appointments schedule of senior executives and developing forward planning programs.
- Advanced computer proficiency in Microsoft Office and database management system. Knowledge of Excel would be an advantage.
- Proven ability to take initiative, respond to challenges, set priorities and meet deadlines.
- Proven ability to adapt to different work environments, including working in a cross-cultural environment.
- A team player, able to deliver high quality work under pressure.
- Patient and polite with good interpersonal skills.
- Experience of having worked in customer driven environment will be an added advantage.
- Integrity and professionalism.

The successful applicant will: -

- Ensure efficient running of the Reception, handling all telephone and customer enquiries in a prompt and professional manner;
- Receive all visitors to the Embassy and welcome visitors in a courteous manner;

- Provide general information and assistance and/or direct visitors to appropriate office;
- To monitor the internal camera system in the front office and report any incident or fault to the Security Manager;
- Be a first response officer to manage the Reception area and manage guests and visitors; including consular assistance and also alert staff in case of any incident including fire alarm;
- To liaise with nominated courier service provider and co-ordinate courier dispatches and 'by-hand' deliveries and recording the same in the system;
- Operate telephone switchboard; Place and receive calls; Maintain records of telephone usage, and assist with the preparation of invoices for 'private use' of telephones; Report all telephone/voicemail problems; maintain the consulate's Contacts Database;
- Assist the consular section with initial consular and passport inquiries; Maintain up to date travel advice notices in reception;
- Ensure reception area, notice boards and audio-visual equipment is maintained in a clean and orderly manner;
- To undertake a monthly update of the internal telephone directories;
- Maintain and manage booking of conference room and meeting rooms;
- Operate the Embassy's central switchboard;
- Accommodate incoming calls from abroad and locally and forward these to the right person and
- Provide the right information about Embassy activities, contact persons and basic rules and practical regulation of some units e.g. working hours of visa and consular section.

Interested applicants should submit their applications together with curriculum vitae, relevant copies of testimonies and other documents to paris@mfa.go.ke, website: kenyaembassy-paris.fr. or write to the Kenya Embassy Paris, 3 rue Freycinet, 75116, Paris, France, by May 31st, 2023.