

Job Profile

valid from: 2012

responsible:

Basic Data

Name of Function	Receptionist		Org. Unit	SRE	
Country	Vietnam		Dept. / Location	Hanoi	
Job Family	Facilities	Function Type	Individual Contributor	Position Level	
Mission of Function	Take care of reception (receiving phone calls, greetings of guests, giving general information on company and business units, taking messages, receiving and sending of letters and packages % other related jobs)				
Dimensions of Function					
Contacts (internal / external)	Internal and external				

Areas of Responsibility / Tasks

Tasks

Priority	What - How - Why	Responsibility	Measurement criteria
	Reception	Full	
	<ul style="list-style-type: none"> - Receive and answer phone calls; taking and delivering message - Greetings and guide visitor to meeting room; ensure drinks are served timely - Visitor books is fully recorded as per security guidelines 	Full	
	<ul style="list-style-type: none"> - Meeting rooms and reception area are always in good order and standard set-up (i.e. meeting room is clean up right after use; no packages put around reception, brochure/newspaper is in good order....) 	Full	
	<ul style="list-style-type: none"> -Deliver incoming faxes document/ newspaper/ mails to concerned persons and inform immediately in case of urgency or upon request. - Daily in/out mail record - Managing incoming and outgoing courier deliveries 	Full	
	Administration	Full	
	<ul style="list-style-type: none"> - Update telephone list and inform IT to upload information on intranet 	Full	
	<ul style="list-style-type: none"> - New vendor creation and update 	Full	
	<ul style="list-style-type: none"> - Arrange accommodation and air ticket booking for Corporate Department 	Full	
	<ul style="list-style-type: none"> - Arrange stationary, office supply such as berverage, stationary, water for office staff - Make payment timely for courier service, monthly telephone expense, office supplies vendors and other related vendors 	Full	

	- Manage contract for office decoration such as plants etc.	Full	
	-Other administration tasks as assigned by Direct Superior	Full	

C o m p e t e n c e													
Expertise	Expertise (Technologies / Methodologies / Professional Knowledge)										Level B/A/E	Busi- ness relevan.	Future Trend
	Profess. Knowl.: Communication skills										advanc.	medium	o
	Profess. Knowl.: English fluency										basic	medium	o
	Profess. Knowl.: MS Office										basic	medium	o
	Methodologies: Well organisation										advanc.	high	o
Experience	Essential (today and in future)												
	Professional Variety of Business												
	Project / Process Variety of role areas												
	Leadership Variety of role types												
	Intercultural Variety of Cultures												
Capabilities			1	2	3	4	5	6	7	Comments			
	Business-Results Orientation	<input type="checkbox"/>			x								
	Strategic-Innovative Orientation	<input type="checkbox"/>				x							
	Customer Orientation	<input type="checkbox"/>					x						
	Change Management	<input type="checkbox"/>				x							
	Collaboration & Influencing	<input type="checkbox"/>			x								
	Intercultural Sensitivity	<input type="checkbox"/>			x								
	Leadership	<input type="checkbox"/>				x							
	Team Development	<input type="checkbox"/>			x								
	Value Orientation	<input type="checkbox"/>			x								
A d d i t i o n a l R e q u i r e m e n t s (Education, Training, Working conditions, etc.)													

