



Post	Receptionist/ Telephonist
1. Greeting the customer	1. Greeting the customer
2. Identifying the customer	2. Identifying the customer
3. Providing information	3. Providing information
4. Handling complaints	4. Handling complaints
5. Referring the customer to the appropriate department	5. Referring the customer to the appropriate department
6. Maintaining a professional appearance	6. Maintaining a professional appearance
7. Maintaining a professional attitude	7. Maintaining a professional attitude
8. Maintaining a professional voice	8. Maintaining a professional voice
9. Maintaining a professional demeanor	9. Maintaining a professional demeanor
10. Maintaining a professional appearance	10. Maintaining a professional appearance

Salary package : NZ\$ 63 752 – 72 434 per annum

Service benefits

- 13th cheque in December
- Kiwi Saver: pension-employer contribution of 4% (must be a New Zealand Citizen or PR holder to qualify)
- Medical Insurance: 64.5% employer contribution on monthly insurance premiums

Requirements

- A minimum of 12 years schooling plus 2 years appropriate experience
- Working as a receptionist in the corporate environment will be an added advantage
- Preference will be given to candidates with relevant training / experience
- The applicant must hold a relevant valid New Zealand Work / Residence visa valid for 2 years or more, be a Permanent Residence holder or hold New Zealand Citizenship

Skills

- Telephone skills (technical and interpersonal)
- Diplomacy
- Networking
- Problem-solving
- Language proficiency
- Negotiation
- Professional attitude and appearance
- Good written and verbal communication skills
- Customer service attitude
- Crowd management skills

Key Responsibilities

- Welcome visitors at the reception area.
- Keep statistics of visitors and reasons for enquiry or visit and crowd management
- Message taking and document processing service (photocopying)
- Accept documentation, issue documents to customers
- Direct or guide visitors to the appropriate official(s) for further consultation
- Assist in distributing Visa application forms and other related documents to members of the public
- Office administration
- Responds to enquiries for information from telephone, letter, email and walk-in enquirers

Advertisement for Receptionist/Telephonist

- Applies safety and security housekeeping
- Participate in the development of service delivery standards.
- Continuously measure own service delivery against service delivery standards.
- Take action to improve own service delivery to meet or exceed service delivery standards; make recommendations to changes in work procedures; implement corrective action processes.
- Understand, acceptance and apply the Batho Pele service delivery principle (e.g. courtesy, openness, transparency) in own day-to-day work; make excellence in service delivery a way of life.
- Give immediate attention to customer complaints and queries; handle complaints and queries in a way that will ensure that problems do not reoccur.

Notes

- Duly completed and signed application form must be submitted
- Application form must be accompanied by a comprehensive CV with three references, certified copies of qualification/ certificates, ID or passport, a valid eVisa / permits label and police clearance
- Failure to submit the requested documents / information will result in your application not being considered
- Applicants are required to have a valid work permit, permanent residence or NZ citizenship

Closing date: Wednesday, 24 July 2026 @16H00

Applications can be submitted as follows:

(Email, hand delivery or post box)

Mr SW Dlamini and Ms T Mafoko

E-Mail dlaminis@dirco.gov.za and tmafoko@dirco.gov.za

or

Hand Deliver

SA High Commission, Level 11, Midland Chambers,
45 Johnston Street, Wellington

or

Mail

PO Box 25406, Wellington, 6011

Correspondence will be limited to short-listed candidates only. Should you not be contacted within six weeks after the closing date, please consider your application as unsuccessful