



REGISTERED TRADE UNION REG NO. LR 2/6/2/1499
AFFILIATED TO FEDUSA

Head Office:
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8 December 2020

Dear All

Please distribute this vacancy to all interested and qualifying members

**VACANCY: Junior Receptionist / Switchboard Operator /
Assistant Administrator**

DIVISION: Corporate Services

CENTRE: Head Office (Florida)

SALARY GROUP: A

KEY PERFORMANCE AREAS & REQUIREMENT:

- Creating a professional image in line with the Union's strategic objectives, both telephonically and personally;
- Display a positive attitude in dealing with general public, employees and members;
- Professional business etiquette, must be polite and courteous while answering the phone and / or dealing with persons face to face;
- Dealing with difficult situations and taking initiative by asking the right questions and directing call and / or queries to the right person;
- Understand expectations and needs and meeting the standards in rendering a service;
- Create a good first impression, be respectful, professional and have a good work attitude and ethic;
- Show tolerance and deal with requests / complaints positively;
- Assist with general Adhoc and Administrative duties.

REQUIREMENTS

- Grade 12 or equivalent qualification;
- One year experience in reception duties and the operation of a switchboard or completion of acceptable training in switchboard operation;
- Computer literate, basic knowledge with applications such as Ms Word, MS Excel and Outlook;
- Knowledge of general office procedures and office machines (computer, fax and copier);
- General knowledge of the working of a trade union will be an advantage.

SKILLS

- Effective and sympathetic communication;
- The ability to read and speak more than two of the official languages will be an advantage;
- Good oral and written communication skills;
- Excellent telephone etiquette;
- Excellent interpersonal skills using tact, patience and courtesy.

ATTITUDES / QUALITIES

- Integrity;
- Ethical;
- Reliable;
- Excellent time-management;
- Passionate;
- Team player;
- Tactful;
- Assertive;
- Honest;
- Trustworthy

UASA is an equal opportunity employer subject to the provisions of the Employment Equity Act.

Applicants must please submit a letter of application as well as an up-to-date CV, indicating the position they are interested in, to Mrs. Theresa Roux, Chief Administrator Payroll & HR either by fax at 086 565 7680 or by e-mail at cv@uasa.org.za before the closing date. If you are not contacted within two weeks after the closing date, please consider your application as unsuccessful.

CLOSING DATE FOR APPLICATIONS 8 JANUARY 2021 BEFORE 16H00