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400 000
active policies



Our team consists of
motivated individuals

236

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lives insured



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TAILORED RISK SOLUTIONS



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Monthly Employee Wellness Initiatives:
Employee centric wellness programmes and
tiered benefit structure



Opportunity: Receptionist

Position:	Receptionist
Department:	Client Services
Reports To:	Client Services Manager
Employment Status:	Full Time
Location:	Bedfordview, Germiston
Closing Date:	16 October 2024

Company Overview:

We are an exciting insurance company, with over 25 years of experience in non-traditional sectors, looking for a Receptionist to join our team. We are focussed on client centricity and solving needs for South Africans with innovation, unique and creative solutions, and products.

Role Description:

The receptionist is the first person someone sees when they walk through the door or the first voice they hear when they call into the company. They therefore must ensure that the first impression we make to the outside world is the best possible one.

The traditional receptionist role requires a person to sit behind the welcome desk and take calls; welcome visitors; and receive/dispatch parcels. We want the person who is employed as the Face of the Office to treat the entire office as their welcome desk.

This means that their responsibilities extend beyond the reception area, but to ensure that the entire office space is ready to make the best impression to anyone; staff and external visitors.

The Receptionist is responsible for maintaining a positive and friendly company image by acting as the first line of contact for visitors, customers, and vendors both in person and telephonically.

Key Responsibilities, Duties, and Tasks:

Traditional Receptionist Duties:

- Receive all calls to the reception line; and direct them accordingly
- Welcome visitors; and direct accordingly/notify the intended person being visited
- Offer visitors coming for a meeting refreshment (water/coffee/tea)

- Assist with walk-in client queries (to notify the person needed to assist)
- Collect/receive parcels
- Direct emails to the general mailbox to appropriate departments/persons
- Ensure the reception area is clean and presentable

Being the face of the office also means making sure that the office is always presentable and well-maintained.

Office Maintenance Duties

- Ensuring boardrooms are neat and presentable, including setting up for important meetings and clearing of the boardrooms after meetings (coordinating with cleaning staff).
- Ensuring brochures are available and displayed appropriately depending on the client, including the management of stock levels and handling any brochure requests.
- On entering and leaving the premises to conduct a walkabout, to:
 - Raise any maintenance issues (and to follow up and ensure these are resolved).
 - Ensure lights/air conditioners are switched off on leaving (report where these have been left on).
 - All doors are locked.
- Ensure tea and coffee, and vending machine stocks are maintained:
 - Fridges and stores are stocked.
 - Old products (milk) are removed.
 - Order to replenish items needed.
 - Stations are kept clean (coordinating with cleaning staff).

Additional duties

- The reception function reports into the Client Services team, and therefore still retains the key function of assisting with their functions. The receptionist will still be expected to:
 - Assist with overflow tasks on the Membership and Filing queues (targets adjusted to consider additional duties).

Qualifications, Skills, and Experience:

- Grade 12 or equivalent
- 2+ years of experience in a corporate office environment
- Always look presentable (the Employee is the face of the company)
- Computer literacy
- Accuracy and attention to detail

- Multilingual (Speak at least an additional 2 African languages)
- Strong Verbal and Written Communication skills
- Highly organized, logical, and able to multitask efficiently.

Remuneration & Benefits:

- Market-related based on experience.
- Performance-based annual bonus.
- Subsidised Life and Disability Cover.
- Funeral Cover.

Join our dynamic team and contribute to the success of our insurance company by ensuring operational excellence, exceptional customer service, and sustainable growth. Apply today and help shape the future of our organization!

How to Apply:

Share your CV with us at careers@nhb.co.za.