



September 14th, 2022

Receptionist – Juba, Head office

Background

Kush Bank Plc, established in 2012, is a fully licensed commercial bank, capitalized per the Bank of South Sudan requirements. Since commencing operations, the bank has become recognized as a trusted operator in the financial services sector and a stable partner to clients. The bank provides innovative and timely solutions to meet the unique requirements for organizations operating within South Sudan.

The bank's mission is to offer a complete financial solution to partners through quality products and services, profitable financing solutions, innovative technology, and a knowledgeable, responsive team.

Summary of the role

The Receptionist is the first point of contact for many interactions with the management team of the institution, as such, they are a professional, attentive and engaged individual, capable of multi-tasking and balancing competing priorities, while ensuring a consistent focus on customer service excellence.

Duties and Responsibilities:

- Greets and welcomes customers/clients and visitors and directs them to the appropriate bank staff.
- Notifies appropriate staff when a visitor with an appointment arrives.
- Oversees and maintains waiting area, keeping it neat and stocked with brochures, flyers and other appropriate display.
- Answers client's questions and provides general information on banking services and policies.
- Answers incoming phone calls, transfers calls, and takes messages when necessary.
- Follows up on minor client's issues.
- Provide basic and accurate information in-person and via phone/email
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, coordinating with security personnel)
- Organize, schedule appointments and maintain calendar for several members of the executive team.
- Assists members of the executive team with personal assistant duties, including calendar management, expense management, organizational duties and errands as required.
- Performs clerical and administrative services for the bank as needed.
- Supports the Head of Administrative Services in fulfilling the support elements of headquarters staff and operations.
- Maintains the filing system for headquarters

- Performs other related duties as assigned by a supervisor

Required Skills/Abilities:

- Excellent communication and interpersonal skills.
- Ability to promote a positive image of the bank.
- Prolonged periods sitting at a desk and working on a computer.
- Proficient with Microsoft Office Suite or similar software.
- Ability to maintain professionalism and tact in stressful situations.

Education and Experience:

- High school diploma or equivalent required.
- One to two years of experience in the same field is required.

This position is open to qualified South Sudanese candidates exclusively. If you have the above required competencies, please send your CV, copies of Academic Documents and a motivation letter by September 23rd, 2022, through info@kushbankss.com or Hand deliver your application to Kush bank KonyoKonyo Office, Opposite Juba City Council. Due to the urgency of filling this position, applications will be reviewed as they come, and only shortlisted applications will be contacted.

