# Job Description – Receptionist (M/F)

**Department:** Djanta Tech Hub

**Location:** Agence Togo Digital, Lome, Togo

**Reporting Manager:** Head of Administration and Finance

**Positions available:** 1

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**Main Mission**

Under the supervision of the Head of Administration and Finance, the Receptionist will be responsible for welcoming visitors and partners in person and by phone at the Djanta Tech Hub. They will help maintain the institution's positive image by providing a professional welcome, effective guidance for visitors, and optimal management of communications and space bookings.

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**Expected Deliverables**

- Daily log of visitors and calls received.
- Daily booking reports
- Transmission notes and brief summaries of messages.
- Monthly reports on front-desk operations and flow management.

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**Responsibilities**

**1. Welcoming and guiding visitors**

- Welcome visitors with courtesy and professionalism.
- Provide basic information about the Djanta Tech Hub's activities
- Direct visitors to the appropriate programmes and/or services

**2. Communications management**

- Answer phone calls and ensure messages are passed on.
- Manage incoming and outgoing mail.
- Keep the communications log up to date.

**3. Organisation and coordination**

- Manage appointments and the department's schedule.
- Prepare meeting rooms and assist with meeting logistics.
- Work with other departments to ensure smooth exchanges.

**4. Administrative support**

- Draft simple notes and ensure documents are passed on.
- Help keep the Djanta Tech Hub's internal databases up to date (contacts, partners).

- Take part in ad hoc administrative tasks assigned by management.

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**Qualifications**

- Required diploma: Baccalauréat
- Professional experience: at least 2 years in a similar role (reception, secretarial work, administrative assistance).
- Proficiency in French is required; knowledge of English is an asset
- Certified training in secretarial work would be an asset.

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**Required Skills**

- Excellent oral and written communication skills.
- Welcoming manner, courtesy and professionalism.
- Good command of office tools (Word, Excel, Outlook).
- Ability to manage several tasks at once.
- Discretion, rigour and a sense of organisation.
- Team spirit and ability to work with different departments.