

MCT GLOBAL "JOB DESCRIPTION FOR OFFICE ASSISTANT"

Job Title: Office Assistant (Receptionist)

Company: MCT Global Ltd

Location: Kigali - Rwanda

Gross Annual Salary: Ranging between 2,421,396 RWF and 3,325,464 RWF.

About MCT Global:

MCT Global is a Rwandan company established in 2019 with a vision to develop, adopt and implement relevant standards for quality services in everyday life. Our mission is to contribute to the standardization of services across various sectors, including consultancy services, training services mostly in the area of education and business cycles. At MCT Global, we believe that quality education forms the foundation of quality services and development.

In addition to our core mission, MCT Global also offers transport services including car rental services, long-term leasing options and car sales. We are specialized in providing flexible leasing solutions tailored to the needs of our clients, whether they require short-term rentals or long-term leases. Additionally, we offer lease-purchase arrangements for those looking to eventually own their vehicles.

Job Summary/Objective:

The Office Assistant /Receptionist at MCT Global will play a crucial role in ensuring the smooth operation of office and providing excellent customer service to clients and visitors. In addition to managing the front desk, He/she will also provide support in customer care and finance-related tasks.

Number of Positions: 1

Key Responsibilities:

1. Client Reception and Communication Management:

- Professionally greet and assist clients and visitors, maintaining a welcoming atmosphere.
- Effectively manage incoming calls, directing them to the appropriate personnel with precision and courtesy. Monitor main line voice messages.

2. Customer Care and Issue Resolution:

- Provide exemplary customer care by promptly addressing inquiries and resolving issues with tact and diplomacy.
- Ensure client satisfaction by effectively managing expectations and delivering exceptional customer care.

3. Sales and marketing:

- He or she will provide information to clients regarding sales if not handled properly then he/she can refer the client to the relevant personnel.

4. Appointment Scheduling and Meeting Coordination:

- Facilitate appointment scheduling and manage conference room bookings with accuracy and professionalism.
- Coordinate meeting logistics, including preparing meeting rooms and arranging necessary equipment.
- Assist with Foundation events, including managing RSVP lists, attending events, providing registration support and assisting with events as necessary.

5. Front Desk and Office Organization:

- Maintain front desk area, ensuring it remains organized and conducive to efficient operations.
- Oversee visitor sign-in procedures and manage visitor logs with meticulous attention to detail.

6. Mail and Package Handling:

- Efficiently handle incoming and outgoing mail and packages, ensuring timely delivery and receipt.
- Maintain accurate records of mail and package deliveries, coordinating with courier services as needed.
- Assist with courier requests and correspondence.
- Managing social media platforms etc.

7. Financial Administration Support:

- Assist with finance-related tasks such as invoicing, tracking invoices, and basic bookkeeping with precision and confidentiality.
- Collaborate with the finance team to maintain accurate financial records and support financial reporting activities.

8. Administrative Assistance:

- Provide administrative support to various departments as requested, demonstrating adaptability and resourcefulness.
- Handle document management tasks, including photocopying, scanning, and filing, with meticulous attention to detail.

9. Facilities Maintenance Coordination:

- Collaborate with building maintenance and cleaning staff to ensure the office environment is clean, safe, and well-maintained.
- Address facilities-related issues promptly and effectively, minimizing disruptions to office operations.

10. Other duties as assigned.

Qualifications and Skills:

- Minimum High school diploma or equivalent.
- Proven experience as an office assistant, receptionist, or in a similar role.
- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Proficiency in Microsoft Office suite (Word, Excel, Outlook).
- Ability to work independently with minimal supervision. Attention to detail and accuracy.
- Professional appearance and demeanour.
- Fluency in English and Kinyarwanda (both written and verbal) is required. Knowledge of French language is an added value.

Preferred Qualifications:

- Previous experience in a customer service role.
- Knowledge of basic office procedures and protocols.
- Professional demeanour and excellent customer service abilities required.
- Ability to take initiative with projects to work both independently and as a team member.
- Excellent skills in the areas of organization, attention to detail, time management, ability to manage multiple tasks, define and set priorities and problem solve.

Work Environment:

This position is based in Rwanda - Kigali nearby Kigali Height at MCT Global office.

The office environment is professional and collaborative, with a focus on delivering high-quality services to our clients.

Benefits:

- Opportunities for professional development and growth within the company.
- Performance-based bonus program, including a percentage of new client acquisitions, rewarding employee contributions to company growth and success.
- Communication facilities including telephone and communication allowances.
- Annual leave.
- Vertical and Horizontal promotion.

Application Instructions: To apply for the Office Assistant (Receptionist) position at MCT, please submit your resume and a cover letter outlining your qualifications and relevant experience via the email: mctglobaltd@gmail.com and we will only be contacting shortlisted applicants. **Application Deadline is May 3rd, 2024 at 5:00 P.M**

Contact Information: For inquiries about the application process, please contact at mctglobaltd@gmail.com or +250788212545 Vincent Havugimana, Senior Officer in Charge of Capacity and Concepts Development.

Done at Kigali, on April 23rd, 2024

Muhire Jean Marie Vianney
(So - CEO)

Muhire Jean Marie Vianney

Chief Executive Officer (CEO), MCT Global Ltd

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