



PanSALB
PAN SOUTH AFRICAN LANGUAGE BOARD

Pan South African Language Board (PanSALB) is a statutory body established in terms of Act 59 of 1995 (as amended) for, inter alia, the creation of conditions for the development and for the promotion of equal use and enjoyment of all the official South African languages. PanSALB seeks to appoint results-driven, assertive and dedicated individuals to fill the following position at our Organisation

SWITCHBOARD OPERATOR / RECEPTIONIST

Salary level: 05

Remuneration: R202,233 per annum (Other benefits include Housing and Medical-Aid allowances, 13th Cheque and Provident fund)

Ref number: 12/2023

Location: Pretoria, Gauteng Province

The purpose of the position: To ensure the maintenance and running of the PanSALB's reception area, which includes the operation of the switchboard. In addition, assist with office administration activities as and when necessary.

Requirements: Grade 12 or Matric certificate, Secretarial / Reception certificate, or equivalent NQF level 4 qualification.

Competencies: Computer literacy. Good interpersonal skills. Client orientation and Customer focus. Relationship building and maintenance. Written and Verbal Communication. Problem-solving and analysis. Planning and Organising. Attention to detail. Self-management. Results driven.

Key Performance Areas: Administration of the reception area. Operation of the switchboard. Run the reception area according to quality standards. Welcome visitors, provide assistance to walk-in visitors, and keep the visitors informed during the waiting times. Attend to incoming calls efficiently and timeously to minimise customer waiting time. Screen calls incoming calls and route calls to the relevant people. Proactively take messages and ensure that all staff are aware of and receive their messages timeously. Provide general office administration support as and when required. Always maintain a professional image of PanSALB. Keep up to date with new developments and changes within the responsible area, the Division, and the organisation. Actively share the workload and responsibilities of the team as and when required. Maintain ownership of own work, performance management and development. Prepare and submit relevant monthly reports and ad hoc reports.

PanSALB is an equal opportunity, affirmative action employer and we promote diversity, equity and inclusion in the workplace (race, gender and disability). Prospective candidates whose transfer/ promotion/ appointment promotes employment equity and affirmative action will receive preference. Prospective candidates will be subjected to verification checks which include, personnel security checks, criminal record, identity checks, etc. Candidates may undergo a competency assessment.

Applications must be submitted on a signed and dated PanSALB Application Form, obtainable from our website www.pansalb.org, and must be accompanied by a comprehensive CV, copies of Identity Document, and qualifications, including Matric. Incomplete applications or late applications will not be considered. It will be expected of candidates to be available for interviews on the date, time, and place determined by PanSALB.

Interested individuals are invited to submit their applications at ictapplications@pansalb.org quoting the reference number and the position in the subject line of your email. If you have not been contacted one month after the closing date, kindly consider your application as unsuccessful. Correspondence will only be entered into with short-listed candidates.

For more information visit www.pansalb.org/vacancies

**Closing Date:
31 October 2023**

“One nation many languages”

www.pansalb.org