

## **TUMO Tirana Receptionist**

TUMO Educational Program is an after-school program where teens learn skills at the intersection of design and technology. Teens between 12–18 years old learn skills with multiple learning targets including animation, game development, graphic design, filmmaking, music, robotics, programming and 3D modeling.

We are seeking to hire a Receptionist, who will be in charge of attending to visitors and dealing with inquiries on the phone and face to face, as well as supply information regarding the organization to the general public, parents and students.

### **Key Responsibilities:**

- Receive visitors at the front desk by greeting, welcoming, directing to required destinations and announcing them appropriately;
- Answer phone calls and provide online responses to enquiries in a polite manner, ensuring the right perception of TUMO Tirana;
- Follow thoroughly with TUMO Tirana activities to be well informed and provide information to interested parties by phone or e-mail;
- Perform general administrative and clerical duties;
- Receive and sort daily e-mail;
- Prepare letters and documents;
- Deal with and manage queries from the public and parents;
- Be aware of staff movements in and out of organization;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
- Schedule meeting and update calendars;
- Keep the reception area in a good order;
- Develop good working relationships with colleagues, parents and users.

## Required Qualifications

- Higher Education Degree in any field is required;
- Proven work experience as a Receptionist, Front Office Representative or similar role.
- Excellent people skills and effective written and verbal communication skills, including grammar, spelling, and punctuation as well as personal interaction, and public presentation;
- Fluency in English;
- Experience dealing with the general public and knowledge of customer service principles and practices;
- Ability to maintain high productivity during peak traffic hours;
- Highly dynamic and positive personality;
- Knowledge of record keeping procedures including the ability to collect and organize data and information;
- Knowledge of computers and relevant software applications. Proficiency in Microsoft Office Suite;
- Tolerance to working under highly pressured environments
- Excellent organizational skills;
- Customer service orientation and attitude;
- Attention to detail, initiative, reliability;
- Ability to work in a dynamic and result-oriented environment.

### **Application Procedure:**

Please reference the job position to the subject of the e-mail. Please submit a Curriculum Vitae and a Motivation Letter detailing relevant knowledge, experience and interest in the position to the following address: [info.tirana@tumo.center](mailto:info.tirana@tumo.center).

**The deadline for the submission of applications is 15 January, 2022.**

The winning applicant is expected to start his/her job as described above in January 25th, 2022.