

Bhutan Trust Fund for Environmental Conservation

Terms of Reference for Receptionist

OVERVIEW

Position Title	:	Receptionist
Employer	:	Bhutan Trust Fund for Environmental Conservation (BT FEC)
Work station	:	Thimphu, Bhutan
Employment type	:	Regular
Position Level	:	OA-II/S3

1. INTRODUCTION

Founded in 1991, Bhutan Trust Fund for Environmental Conservation (BT FEC) is the first of its kind in the world involving a partnership of government and donors specifically committed to environmental conservation under the auspices of the Royal Charter, 2021.

The primary function of BT FEC is to manage its endowment prudently, ensure its growth and provide funding for the promotion of social welfare through environmental conservation by supporting activities for preserving biodiversity, mitigation and adaptation of climate change, enabling human-wildlife coexistence and addressing adverse environmental impacts of development on the environment.

2. THE POSITION

Under the guidance and supervision of the Administrative Officer, the Receptionist has to provide telephone communication and general reception and information ensuring high quality and accuracy of work. The Receptionist promotes a client, quality, and results-oriented approach. The receptionist has to provide the information and ensure consistent service delivery.

Provision of front-desk service and telephone communications services.

3. RESPONSIBILITIES

There are two primary responsibilities of the receptionist are as follows:

1. Receptionist Responsibilities

Ensure the provision of front-desk services and telephone communication services focusing on the achievement of the following results:

- Greet visitors and direct them to appropriate staff;
- Answer questions from visitors, and provide information as required;
- Manage main entrance door access for visitors and security control;
- Maintain neat and tidy appearance of reception and waiting areas;
- Operate centralized telephone system, answer incoming calls, and direct such calls to appropriate staff;
- Providing general information on office guidelines and services; assisting in basic infrastructure needs/requests;
- Manage meeting room scheduling and bookings;
- Assist staff with making overseas and domestic long-distance calls and maintaining the records.

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- Responsible for overseeing the security reports, personal telephone list, and staff emergency list;

2. Librarian Responsibilities

- Register new customers and maintain and update customer profiles.
- Ensuring the library meets the needs of its users, both BTFEC and the public.
- Assist with daily tasks of the library such as issuing new library cards, checking out library materials, receiving returns, and determining outstanding materials.
- Help people to locate books/services or other reading materials;
- Sorting and shelving books according to their categorization.
- Checking books/references in and out at the front desk.
- Maintaining records of books taken out and books brought back.
- Inspecting the condition of books before and after check-out to ascertain any damage on behalf of the customer.
- Prepare purchase requests, order supplies, and process and distribute supplies and materials for the library.
- Examine books for damage; repairs or facilitate repairs when needed.
- Maintaining library records and ensuring they are up to date.
- Clarifying the use of library amenities and providing information about library guidelines.
- Ensure that the library room is clean and orderly workplace.
- Perform other related duties as assigned.

4. QUALIFICATION AND EXPERIENCE

Prerequisites to apply for the post:

- Minimum Class XII with 3-month training in Office Management/Computer application or any other equivalent.
- Should have a minimum of three years of work experience.

5. COMPETENCIES

- Good writing, verbal communication, and organizational skills
- Ability to perform a variety of standard tasks related to front desk service, telephone communications service, and updating of staff information
- Good IT skills
- Good-humored temperament

6. TERMS OF EMPLOYMENT

Regular employment

7. SALARY AND OTHER BENEFITS

Position	Basic Pay			House Rent Allowance (Fixed)	
	Minimum	Increment	Maximum	%	Amount
Receptionist	21,490	1,075	42,990	20%	4,300

Other benefits and entitlements shall apply as per BTFEC's Service and Operations Manual.

8. MANDATORY DOCUMENTS (required to submit along with application)

- i. Cover letter
- ii. Job Application Form (*available on the BTFEC website*)
- iii. Curriculum Vitae with details of work experience and position held over different time periods.
- iv. Authenticated copy of Academic certificates.
- v. Copy of valid Citizenship ID Card (both sides).
- vi. Valid Security Clearance Certificate (approved online).
- vii. Valid Audit Clearance, if applicable.
- viii. Names and contact details of two professional (non-family related) referees including one from the current/latest employer.

Non-submission of any of the above documents may lead to the rejection of the application.

Additionally, the following documents shall be produced by the candidate selected as Receptionist, prior to his/her appointment:

- i. No objection certificate letter from the employer, if currently employed.
- ii. A valid medical certificate
- iii. Any other relevant certificates