

Lehakoe Recreation & Cultural Centre

The Lehakoe Recreation and Cultural Centre is inviting suitably qualified Basotho nationals to apply for the position of Receptionist tenable at the LRCC Clubhouse Unit, in Maseru. The appointment is on a five (5) year fixed-term contract.

Job Purpose:

Oversee daily operations of the front desk area, including handling guest queries, ensuring guest requests and concerns are promptly addressed and managing incoming telephone calls

Key performance areas /Responsibilities :

- Manage incoming calls professionally and promptly;
- Direct calls to staff and receives and delivers messages to guests;
- Assist in reporting telephone equipment or service complaints and problems;
- Ensure cleanliness of front desk, public areas and lights;
- Coordinate with all departments concerned to maintain Front Office/Front of the House functions;
- Handle guest complaints and other related problems and documents on Food and Beverage logbook;
- Assist on F&B and cashier duties during busy periods.

Qualifications:

Minimum C.O.S.C and basic training on customer care/relations

Competencies:

- Good verbal and written communication skills;
- Problem-solving aptitude;
- Good personality and positive interpersonal skills;
- Must be efficient and speedy.

Experience and skills:

- At least 3 years' experience in a similar position;
- Ability to multitask, work in a fast-paced environment;
- Basic computer skills;
- Basic telephone switchboard operating skills

Letter of application, certified copies of certificates and transcripts, detailed curriculum vitae and two (2) referees should be hand delivered to:

The Human Resources Manager, Lehakoe Recreation and Cultural Centre, Cnr. Airport & Moshoeshoe Rd
P. O Box 1130, Maseru 100

The deadline for submission of applications is 28th March 2024.

Kindly Note:

- Incomplete applications will not be considered.
- Only short listed candidates will be contacted.