



JOB VACANCY

■ RECEPTIONIST

(Paterson B3)

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The Lesotho National Development Corporation (LNDC) was established by an Act of Parliament as a parastatal. The LNDC Act No. 20 of 1967, as amended by LNDC Act No. 13 of 1990 and LNDC Act No. 7 of 2000, mandates the Corporation to: “initiate, promote and facilitate the development of manufacturing and processing industries, mining and commerce in a manner calculated to raise the level of income and employment in Lesotho. The LNDC invites applications from suitably qualified and experienced candidates for the position of **RECEPTIONIST**.”

PURPOSE

To coordinate aspects of the implementation of development programs focused on enhancing, retaining and growing investors businesses within the Lesotho market, contributing to industrial development and in turn the creation of jobs in the local market. The Position Reports to the Human Resources Officer

MAIN OUTPUTS AND RESPONSIBILITIES:

1. Resource Management

- Determine resource needs within own area of responsibility.
- Request required assets and resources for the fulfilment of work duties.
- Use assets and resources optimally within own area of responsibility.

2. Stakeholder Relations

Communicate with all relevant departments on issues of the area of specialisation. Communicate with internal and/or external stakeholders, where required, to achieve work objectives and to maintain relationships.

3. Receptionist Duties

Receive visitors at the front desk of the office by greeting and welcoming them appropriately.

Utilise knowledge of the operations of the LNDC's various business units and an overview of how the LNDC works, to direct visitors to the right office or LNDC staff member.

Provide front office support through building relationships with internal and external clients.

Provide information, where requested by visitors, to address any queries timeously. Distribute relevant forms, as required.

Take messages when required and pass them on to the appropriate person, ensuring expedient issue resolution.

Maintain office security by following safety procedures and controlling access to the LNDC offices via the reception desk.

Receive and sort mail and other deliveries arriving at the reception area and distribute to the Registry Clerk.

4. Administration

Maintain a tidy and presentable reception area, with all necessary stationery and material (e.g., pens, forms, and product pamphlets etc.).

Keep inventory of stock and order front office supplies, through the supervisor, supporting LNDC to minimise unnecessary spend through tight controls.

Behavioural Competencies

Accountability

Adhere to deadlines and appointments. Is transparent when anticipating problems or errors. Deliver work on time and as agreed. Take responsibility for mistakes

Achievement Orientation

Take action to achieve goals. Deliver work on time and within appropriate quality, follows through on agreed commitments. View new work experiences as an opportunity for growth, recognises and acts upon current opportunities. React immediately to overcome setbacks or/and obstacles in order to meet goals.

Effective Communication

Present appropriate information in a clear and concise manner, both written and oral. Check own understanding and that of others. Adjust divisional/ departmental/ team meetings and group discussion. Prepare and/or organise factual and concise written information for meetings, reports and presentation, ensuring correct grammar and styled in the appropriate level of formality. Communicate information in a friendly and approachable style. Maintain accurate and up-to-date information. Influence within the scope of the role, using a range of methods to influence others; e.g., explain benefits and give background information

Information Seeking and Analysis

Ask direct questions to people who are directly involved in a situation/issue. Use available information.

<p>Interpersonal Understanding</p>	<p>Actively listen. Listen intently to others. Do not interrupt others. Demonstrate listening by reflecting back what another has said. Understand verbal content.</p>
<p>Stakeholder Management</p>	<p>Build relationships and networks with relevant external peers e.g. other regulators, relevant stakeholders or professional bodies. Maintain a positive approach with external peers in order to influence, persuade and negotiate effectively as required by your project(s). Develop and maintain an understanding of different approaches to stakeholder management and be able to make an informed recommendation about which approach to use to maximum effect. Develop awareness of what's going in the wider organisation than own project(s) and use this to identify opportunities to collaborate effectively.</p>

Tech Savvy

Able to work with technology in the simplest to somewhat difficult situations. Requires close to frequent guidance. Make use of technology as required by the position. Read reports or alerts from technology systems and apply information to workflow. Troubleshoot basic technology issues. Teach others the basics of technology systems within position scope. For an example: turn on and off computer and monitor, CD drive, USB Port, printer, how to manage any community specific shared drives or programs, resetting passwords, etc.

Technical Competencies

Data Management	Basic knowledge and understanding of data management principles. Undertake straightforward tasks related to data management. Deal with straightforward queries and issues related to data management.
Detail Orientation	Identify main concepts and ideas when reading simple, straightforward documents. Reviews own work for accuracy and completeness. Spot inconsistencies or discrepancies that indicate problem with quality of work. Verify assumptions and information before accepting the solutions, considering applicable precedents
Planning and Organising	Plan his or her daily work effectively; area; needs more application experience or practice if the required planning is more extensive. Independently plans and organises own routine work.

<p>Verbal Communication</p>	<p>Able to explain simple procedures or instructions to others, in a clear way. Use limited range of words to meet simple spoken needs</p>
<p>Written Communication</p>	<p>Write clear, concise and simple work-related documents. Express simple ideas clearly in writing. Understand enough to independently handle most tasks in this area most of the time but is supplied with direction for work objectives.</p>

Qualifications & Experience

- Diploma in Office Administration or similar qualification
- 2-4 years relevant experience

TERM OF CONTRACT

All positions are Permanent and Pensionable

HOW TO APPLY:

Interested, suitably qualified and experienced candidates should email their applications accompanied by educational certificates and transcripts in **PDF FORMAT ONLY** to recruitment@lndc.org.ls. **Job title** must be used as email subject. Closing date is **30TH April 2025 at 17:00.**

To apply, candidates **MUST** download and fill an application form accessible on the Corporation's website: www.lndc.org.ls Detailed advert is also available on the website.

Disclaimer: Only applicants who have used the LNDC application form and used the appropriate email subject will be considered. Only shortlisted applicants will be responded to.