

## VACANCY ANNOUNCEMENT

### Job Summary

**Position:** Receptionist (1 post)  
**Reports To:** Coordinator  
**Work Station:** Bagamoyo  
**Apply By:** September 16, 2022

### Institute Overview

**Ifakara Health Institute (IHI)** is a leading research organization in Africa with a strong track record in developing, testing and validating innovations for health. Driven by a core strategic mandate for research, training and services, the Institute's work now spans a wide spectrum, covering biomedical and ecological sciences, intervention studies, health-systems research, service delivery and policy translation.

### Position Summary

Ifakara Health Institute seeks a qualified and experienced **Receptionist**. The Receptionist will be the first point of contact at the entrance of the main door at the Bagamoyo Clinical Trial Facility in Bagamoyo and will provide top-class administrative support.

### Duties and Responsibilities

- Maintain tidiness of the main entrance and general reception area.
- Ensure all people entering the Facility are registered in the registration book and visitors will also sign the visitor's book.
- Ensure all people entering the Facility have an ID card visible at all times.
- Ensure visitors are accompanied at all times while in the Facility.
- Ensure volunteers are not allowed to enter the Facility with their belongings unless permission is granted by the administration.
- Ensure the slippers/disposable shoes are worn during their stay in the facility while the study is ongoing.
- Maintains security at the main door by ensuring follow-up procedures; monitoring the logbook maintained by the security guards; also ensuring that visitors put on visitor badges.
- Ensure all the visitors are registered in the BCTF Facility registration book and the reason for the visit will also be documented.
- Provide excellent front-line service to visitors and IHI colleagues.
- Answer phone calls promptly, providing accurate details/information, and transfer to the appropriate person if needed.
- Take accurate messages/information from calls or visitors.
- Directs visitors, collaborators and other staff from branches to the appropriate office or staff member.
- Open, date and stamp all general correspondence.

#### Ifakara Branch

Off Mlabani Passage  
 P.o. Box 53 Ifakara  
 Phone: +255232931572

#### Dar es Salaam Office

#5 Ifakara Street Plot 463 Mikocheni  
 P.o. Box 78,373 Dar es Salaam  
 Phone: +255222774756

#### Bagamoyo Branch

Off Chuguni Road  
 P.o. Box 74 Bagamoyo  
 Phone: +255232440065

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- Receive and dispatch newspapers to the respective departments/sections, or senior staff.
- Receive and process all mail and couriers.
- Receives all parcels delivered through the reception desk and directs them to the respective addressees
- Process incoming and outgoing mail promptly and accurately.
- Provide word-processing and remote secretarial support to the administration unit and other units, such as scanning, photocopying and binding.
- Ensure availability of all institutional forms at the reception which are used for different activities.
- Assist in the arranging/organizing of institutional meetings (projects) which are set to be held at the Kingani conference room.
- Assist the Head of Clinical and Innervation/Head of facility and Project Manager and other senior officers in managing the appointment calendar.
- Cooperate with all Facility staff.

### Qualification and Experience

- A Diploma in Office Management. Secretarial Studies or Records Management experience will be an added advantage.

### Skills and Competencies

- Must be conversant with Microsoft office applications.
- Proficiency in the English language is essential both written and oral.
- Fluent with basic forms of communication.
- Resilient and flexible.
- Ability to work independently as well as part of a team.
- Adherence to IHI core values (Transparency, Responsibility, Integrity, Respect and Initiative).

### Remuneration

An attractive and competitive remuneration package will be offered to successful candidates as per IHI salary scales.

### Equal Opportunity

IHI is an equal opportunity employer. We prohibit intentional biases or discrimination and harassment of any kind at the work place and during recruitment. All employment decisions are based solely on job requirements and individual qualifications, and our recruitment process is governed by the labour laws of Tanzania.

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### Mode of Application

All candidates who meet the above job requirements should send their application letters together with their detailed curriculum vitae (CVs) showing contact addresses including email, telephone/cell phone numbers and copies of academic and professional certificates to the email address below.

The **deadline** for this application is **17:00hrs on Friday, September 16<sup>th</sup> 2022**. All e-mail application subject lines should include: **RECEPTIONIST – SUPPORT. Only shortlisted applicants will be contacted for an interview.**

Human Resources Manager  
IFAKARA HEALTH INSTITUTE  
#5 Ifakara Street Plot 463 Mikocheni  
P.O. Box 78,373  
Dar es Salaam, Tanzania  
Email: [recruitment@ihi.or.tz](mailto:recruitment@ihi.or.tz)



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