

TERMS OF REFERENCE

Position: Front Desk Officer
Name of Institutions: Guru –The Path Finder
Duty Station: Maitidevi
Department/Division:
Reports To:

POSITION SUMMARY:

Front desk officer, being the first face of the college is responsible to handle all the queries of visitors, parents, students, etc. in a professional and courteous manner. They are also responsible for the administrative task.

KEY DUTIES & RESPONSIBILITIES:

SN.	Key Responsibilities	Description
1	Visitors Handling	To ensure that all the visitors are well received and attended
2	Consoling/Guiding Visitors	To console the visitors properly especially during the admission time.
3	Telephone Handling	To answer all the incoming calls and redirect them and to keep records of the call
4	Enquiry Handling	To handle the inquiries, complaints, and any other grievances in a professional manner.
5	Recording enquiries	To keep the proper record of the enquiry of the students by entering it in edusys.
6	Performing administrative tasks	To perform administrative tasks like filing, making photocopies, scanning, etc.
7	Supporting Students	To provide help and assistance to the students to fill different forms like examination forms and other various forms and also assist them to apply for academic certificates like CMC, transcript, etc.
8	Managing ID Cards	To provide students with ID cards and making records of them
9	Providing Information	To provide information to the students regarding examination, leave etc. and also providing information to the faculties regarding payment and other related issues.
10	Student's Attendance	To assist in preparing student attendance
13	Reporting	To prepare and present the report to concerned person (As & when required/demanded to produce): <ul style="list-style-type: none">• Weekly work done report (You need to send this report to your immediate supervisor and mark cc to reports@lbef.edu.np)• Visitors report• Inquiry report• Communication log book report• Others as required by supervisor
14	Others	Other duties as assigned by supervisors

Skills Required for the Job

Skills	<ul style="list-style-type: none">• Communicative skills• Organizational skills• Basic Computer skills• Interpersonal skills
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Important about terms and conditions –

1. I have read and understood my job duties and responsibilities and will work accordingly.
2. I know and agree that if I fail/deny to complete the assigned tasks/duties (as mentioned above) on time, I will be liable for disciplinary actions by the management which may lead to termination of contract without any prior notice.

Employee Name: _____

Date: ____ / ____ / ____

Signature: _____