



VACANCY ANNOUNCEMENT- RECEPTIONIST- 02/23

Position: Receptionist

Reports to	Administrative Assistant
Required Experience	At least 3 years cumulative experience as Receptionist, Front office representative, in Communication, Marketing or similar role.
Organisation	International Conference on the Great Lakes Region (ICGLR) Secretariat
Languages	English is mandatory; Working knowledge of French, Portuguese, Arabic and/or Kiswahili will be an added advantage.
Eligibility	Local staff/ Burundian citizen
Opportunity type	Contract – 3 years renewable
Expected start date	June 2023.
Salary scale	L2

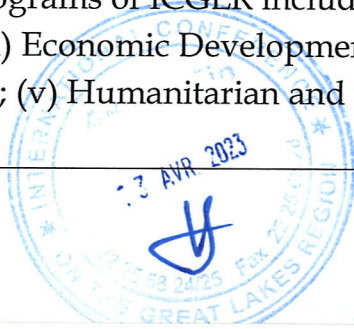
1. BACKGROUND

The International Conference on the Great Lakes Region (ICGLR) is an inter-governmental organization composed of 12 Member States (MSs) from the Great Lakes Region, which was set up in 2006 with the assistance of the African Union (AU), United Nations (UN) and bilateral donors. ICGLR Member States include Angola, Burundi, Central African Republic, Democratic Republic of Congo, Republic of Congo, Kenya, Rwanda, South Sudan, Sudan, Tanzania, Uganda and Zambia.

The ICGLR is headed by the Summit of the Heads of State and Government and assisted by the Regional Interministerial Committee (RIMIC) composed of Ministers of Foreign Affairs of the 12 Members States.

The ICGLR Secretariat headquarters is based in Bujumbura (Burundi) with Regional Centres in Kampala (Uganda), Lusaka (Zambia) and Goma (DRC).

The ICGLR aims to implement the *Pact on Security, Stability and Development* which sets an ambitious agenda "to transform the region into a space of sustainable peace and security and development. Key Programs of ICGLR include: (i) Peace and Security; (ii) Democracy and Good Governance; (iii) Economic Development and Regional Integration; (iv) Gender, Women and Children; (v) Humanitarian and social issues and (vi) cross-cutting issues.



2. MAIN FUNCTION

The function of Reception within the ICGLR Secretariat consist of acting as a first point of contact for visitors and customers and executes all clerical and administrative tasks to the highest quality standards.

3. SPECIFIC TASKS/DELIVERABLES

Under supervision of the Administrative Assistant, he/she will handle the following duties:

- Receives visitors and directs them to the appropriate staff or Unit in the office;
- Managing the switchboard of the office, places and screens telephone calls, and responds to routine requests for information;
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provide basic and accurate information in-person and via phone/email;
- Receive, sort and distribute daily mail/deliveries;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
- Maintaining filing system in hard and soft copies;
- Request for office supplies and keep their inventory;
- Keep update calendars and schedule of meetings;
- Provide clerical, administrative and protocol support when required;
- Participate in arranging travel, accommodations of visitors;
- Keep updated records of all office events;
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, printing, etc.
- Acting for the Administrative Assistant when required;
- Any other duties assigned by the Supervisor.



4. QUALIFICATIONS, EXPERIENCE AND COMPETENCIES

- University/college degree is an asset
- Minimum of three (3) years cumulative experience as Receptionist, Front office representative, in Communication, Marketing or similar role.
- Proficiency in Microsoft Office Suite.
- Hands-on experience with office equipment such as computers, printers, telephone extension, etc.
- Professional attitude and appearance for the diplomatic environment.
- Solid written and verbal communication skills in both French and English. Portuguese, Arabic and/or Kiswahili are an advantage.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills.
- Multitasking and time-management skills, with the ability to prioritize tasks

5. APPLICATION SUBMISSION GUIDELINES

Interested candidates who meet the qualifications and experiences requirements of the above position are required to address their applications to the Executive Secretary of the International Conference on the Great Lakes Region (ICGLR).

38, Boulevard du Japon, B. P. 7076, Bujumbura, Burundi

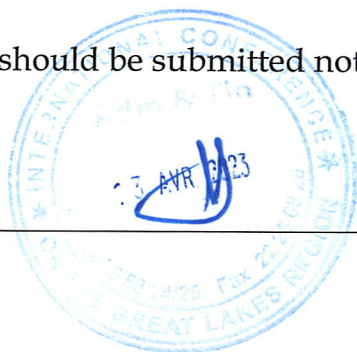
Tel: + 257 22 25 6824/5/7/9, Mob +257 79 344 901.

All applications should be sent to the following Email addresses: jobs@icglr.org with a copy to abdoulaziz.sulubu@icglr.org and hmungyereza@icglr.org.

The application package shall include the following:

- Detailed Curriculum Vitae;
- Motivation or covering letter;
- Certified copies of relevant academic certificates;
- Names and contact details of three (3) referees;
- Copy or scan of National Passport or National Identity Card;
- Candidates should indicate the position/title on the subject line.

Deadline: Applications should be submitted not later than, 30th April 2023



Please note:

- (a) Applications which do not indicate nationality and age; or have no copy of a Burundian Passport or National Identity Card or birth certificate, covering letter and certified copies of relevant documents will be disqualified.
- (b) All applications shall be submitted electronically, and no hard copies will be accepted.
- (c) ICGLR is an equal opportunity employer and does not require candidates to pay any money at any stage of the recruitment process.
- (d) Invitations for interviews will be done in writing to only shortlisted candidates.
- (e) Female candidates are encouraged to apply. ICGLR is highly committed to gender balance.

Bujumbura, 13th April 2023



For the Executive Secretary