



## EXAMINATIONS COUNCIL OF ZAMBIA

### EMPLOYMENT OPPORTUNITY

The Examinations Council of Zambia (ECZ) was established by an Act of Parliament No. 15 of 1983, Chapter 137 of the Laws of the Republic of Zambia to set and conduct Examinations and award Certificates to successful candidates. The vision of the Council is to be an Educational Assessment Body of Excellence.

Applications are invited from suitably qualified and experienced candidates to fill the following vacant position at the Examinations Council of Zambia Headquarters.

#### CUSTOMER CARE ASSISTANT – FRONT OFFICE (1), GRADE ECZ 7

Reporting to the Communications Officer, the Customer Care Assistant – Front Office will provide a positive reception to all visiting clients including guiding them to the location of the right office.

#### DUTIES AND RESPONSIBILITIES

- Welcome clients and visitors entering the Council Building, and determine the nature and purpose of their visit.
- Control access, provide visitors passes, and arrange to take visitors to the specific offices.
- Schedule and confirm appointments and maintain event calendars
- Inform members of staff of visitors' arrivals or cancellations of appointments.
- Receive client's complaints and advise them where possible.
- Provide information about the Council such as the location of offices and services provided.
- Maintain security, monitor visitors' logbook and issue identity cards.
- Maintain a safe and clean reception area by complying with procedures, rules, and regulations.
- Files and maintains visitor records.
- Giving out correspondence to clients on behalf of staff.
- Set targets and agree to performance measures to meet the strategic objectives of the institution.
- Perform any other duties related to the core business or operational business as assigned by management or concerned departments through the supervisor.

#### MINIMUM QUALIFICATIONS AND EXPERIENCE

- School Certificate or its equivalent
- Certificate in Front Office Management or Customer Care.
- Minimum of 1-year experience in Front Office Management or Customer Care.
- Paid up members of a relevant professional body.

Applicants who meet the above qualifications are encouraged to submit an application letter, **verified** copies of Academic and Professional Certificates together with detailed Curriculum Vitae including three (3) traceable referees, a copy of NRC and daytime telephone numbers. All applications must reach the undersigned no later than **9<sup>th</sup> February 2024**.

*Please note that only successful candidates will be contacted. Electronic applications will not be accepted.*

The Director Human Resources and Administration  
Examinations Council of Zambia  
Haile Selassie Avenue, Longacres  
P.O Box 50432

**LUSAKA**