

RECEPTIONIST/TELEPHONE OPERATOR

No. of Post : : One (UR)

Scale of Pay : Level 2 of Pay Matrix (Rs.19900-63200)

Age limit : 25 years (Relaxation as per Govt. rules)
: 35 years for persons from Central Government, State Government & Autonomous Bodies.

Qualification : S.S.C.

Desirable : Graduation with working knowledge on computer operations (MS Office, Excel, Tally, MS Word, etc.)

Person should be able to handle the following tasks :

Receptionist:

Greet visitors and direct them to the appropriate departments or individuals. Answer phone calls and transfer them to the relevant personnel. Manage the front desk area and maintain a neat and organized workspace. Receive and distribute incoming mail and packages/parcels. Assist with basic administrative tasks, such as data entry and appointment scheduling, etc.

Telephone Operator:

Proficiency in operating telephone switchboard systems. Receive and transfer incoming calls to the appropriate recipients. Provide information and assistance to callers. Keep a record of all calls and ensure proper billing, wherever applicable. Handle emergency calls and follow all established protocols. Good communication skills. Ability to remain calm during emergency situations. Basic knowledge of office equipment and technology is essential. Should be able to converse fluently in English, Hindi & Marathi.

Caretaker for Hostel and Guest House:

Monitor the tasks of the guest house receptionists and room boys on a daily basis.

To check the guest house registers/logbooks including attendance musters on a daily basis. Supervise the daily upkeep, cleanliness of all hostel rooms, visitor rooms, flatlets, common

passages including their maintenance on a daily basis. Liaise with guest house occupants as and when needed.

Coordinate with the Estate Department for regular Pest Control Treatments, maintenance activities, etc. Arrange flatlet and hostel accommodation for newly joining Post-Doctoral Fellows and Research Scholars on a yearly basis after checking its availability. Thereafter, their arrival and occupancy information is conveyed to the relevant departments for necessary action.

Deposit Cash / cheques received towards Guest House charges, Coffee charges recoveries from students, post-docs, visitors, etc. in Institute's bank account.

Yearly Stock verification of the Guest House. Replenishing of supplies, guest house room linen, laundry, servicing of gas equipment's, raising indents, etc.

Special preference and attention provided during the stay of Distinguished visitors / VIPs.