

**Position:** Receptionist / switchboard  
**Business Unit:** NMI Toyota Witbank  
**Location:** Witbank  
**Reporting to:** Financial Manager



## Overview: Job purpose and deliverables

**Purpose of the role:** Operate and manage the switchboard and manage the switchboard.

### Key deliverables and outputs:

- Operate and manage the switchboard and reception frontline area.
- Be polite and diplomatic with customers at all times.
- Be prompt and accurate in distributing messages.
- Direct the reception and greeting of customers.
- Control and distribute all incoming calls.
- Ensure the switchboard is managed professionally at all times.
- Perform general administrative and ad hoc duties, including petty cash control.
- Manage customer queries.
- Capture quotes and send to customers.
- Ensure all customer paperwork is done timeously.
- Keep the front reception area neat and up to audit standards.



# Overview: Essential individual competencies to be successful in the job

## Academic qualifications:

- Matric (Grade 12)
- Prior experience in the field is necessary

## Work experience:

- Computer Literacy

## Knowledge and Skills:

- Grade 12
- Prior experience in the field is necessary

## Behavioural Attributes:

- Microsoft Office skills (Excel, Word, and Outlook)
- Professional telephone etiquette
- Detail orientated
- Passion for customer service
- Ability to communicate clearly and concisely with customers and all staff.
- Patient, friendly and pleasant
- Professional attire and appearance

### Level of Decision-Making

Decision making takes operational trends and business plan into account and generates multiple possibilities that involve trade-offs and juggling of multiple variables (budget, people, technology).

### Level of Problem Solving

Problem solving requires specialist and/or highly technical ideas/concepts.

**APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 7th APRIL 2025**

Email: [Recruitment@nmi.co.za](mailto:Recruitment@nmi.co.za)

**Please use reference number: Receptionist NMI Toyota Witbank**

Any internal employee who considers this opportunity must inform his/her manager prior to applying/attending an interview.

Should you not receive a response in 10 days, please consider your application as unsuccessful as Selection will be done in terms of the company's Employment Equity Policy