Position: Receptionist
Business Unit: Ford
Location: Selby
Reporting to: General Manager

Overview: Job purpose and deliverables

NMI is looking for a friendly and professional **Receptionist** to manage front desk operations, greet visitors, and handle calls efficiently. If you're organised, personable, and customer-focused, we'd love to welcome you to our team.

Purpose of the role: This role is responsible for providing professional and efficient front-of-house support by welcoming visitors and managing incoming communications. The receptionist ensures accurate handling of enquiries, schedules appointments, and maintains organized records. By delivering excellent customer service and effective administrative assistance, they contribute to the smooth operation of the organization.

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)

Work experience:

- Computer Literacy
- Prior experience in the field is necessary

Knowledge and Skills:

- Communication Skills
- Time management
- Computer skills
- Customer Care
- Telephone Etiquette
- Switchboard

Behavioural Attributes:

- Microsoft Office skills (Excel, Word, and Outlook)
- Professional telephone etiquette
- Detail-oriented
- 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	Level of Problem Solving
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).	Problem solving requires specialist and/or highly technical ideas/concepts.

APPLICATIONS MUST BE FORWARDED TO: ON, OR BEFORE: 02 November 2026
Email: Recruitment@nmi.co.za
Please Use Reference: Receptionist – Ford Selby
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