

**MISSIONS**

Under the authority of the Management of studies and the Exams team, the receptionist is responsible for informing, guiding, and registering clients. The receptionist is the first person to be seen by a visitor at Alliance Française de Lagos. Therefore, language, dress, and attitude must be perfect. Working hours are 40 hours per week but may vary depending on the registration periods.

**ACTIVITIES**

**Welcoming visitors in English, local language and/or French**

- Show interest in the visitor (warm welcome, clear explanations, advice, etc ...) ➤ Inform and respond to clients (physical, telephone, in writing, leaflets) about all activities related to courses, certifications, cultural events, and services offered by AF Lagos
- Meet customer needs throughout the customer journey
- Adapt to the diversity of companies, clients, and variations in the flow of activities.

**Communication and transmission of information**

- Follow instructions and procedures
- Filter/forward requests, emails, and complaints to the dedicated service
- Direct the customer to the competent person or department
- Evaluate the level of customer satisfaction
- Report constantly

**Adopt an attitude of belonging to “house culture”**

- Know in depth the entire AF Lagos offer (content, date, duration, price, book, certification, etc) and Terms and conditions
- Develop tools, and procedures to improve the job and increase efficiency

**Administration**

- Follow the instructions and procedures for registration
- Ensure the proper functioning of the desk (maintenance of workstation, equipment, etc.)
- Forward and process translation requests
- Work independently and in a team according to the pre-established work instructions and procedures

**Registration**

- Register students on the software according to the criteria and the number of learners set
- Control the distribution of students in each group and print the student cards
- Update and fill in the database created (shared GoogleDrive documents)
- Receive and forward receipts of payment to accounting; send receipts to registrants
- Check the payment methods (credit cards, transfers, vouchers, etc)

**Follow-up of students**

- Call back all customers requiring information on AF platforms
- Monitoring data and customer reminders

EDUCATION / EXPERIENCE	HARD SKILLS	SOFT SKILLS
<ul style="list-style-type: none"> <li>● BSc / HND in Bachelor’s degree in Business administration, or Computer science</li> <li>● Minimum of 2 years’ experience in customer service</li> <li>● DELF A2 in French</li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of Alliance Française courses offer</li> <li>● Minimum knowledge of the different CECRL levels</li> <li>● Highly proficient and autonomous for Word, Excel, GoogleDrive, platforms</li> <li>● IT friendly</li> </ul>	<ul style="list-style-type: none"> <li>● Excellent interpersonal skills</li> <li>● Excellent oral &amp; written skills</li> <li>● Good organisational skills</li> <li>● Good reporting skills</li> <li>● Availability / reactivity</li> <li>● Team player</li> <li>● Problem-solving</li> <li>● Attention to detail, patient</li> </ul>

<b>WORKING HOURS</b>
40 hours per week, from Monday to Friday <b>OR</b> Tuesday to Saturday 9am to 5pm

<b>SALARY</b>
Monthly Net salary: N217,912. It comes with Pension & HMO

**The deadline for application is May 17<sup>th</sup>, 2024.**

Qualified candidates should send their CV and application letter to: [jobs.lagos@afnigeria.org](mailto:jobs.lagos@afnigeria.org)

**Note: Only shortlisted candidates will be contacted.**