



## **JOB TITLE: Receptionist**

**Locations:** Head Office NBC

**Time type:** Full time

**End Date:** June 4, 2026 (1 day left to apply)

**Job requisition id:** R-15985162

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

### **Job Summary**

Receptionist is the first point of contact for visitors, clients, staff and stakeholders. The role provides professional front office service, ensures smooth day to day reception operations, handles administrative tasks and support in maintaining an efficient and welcoming business environment.

### **Job Description**

Front Desk & Customer Service - 30%

- Greet and welcome visitors in a professional and friendly manner.

- Ensure visitors handling procedures are followed, including issuing access badges, visitor's registration and hosts notification.
- Maintain a clean, organized reception area that reflects the company's brand and standards.
- Manage incoming calls, and enquiries, directing them appropriately.

#### **Administration & Office Support - 20%**

- Receive and register all invoices from the suppliers and dispatch them to the respective business units for further processing.
- Support with documents handling, correspondence, and filing.
- Provide support to various departments with basic administrative tasks involving clients and visitors.

#### **Customer Experience & Brand Representation - 30%**

- Uphold a high standard of personal presentation and conduct.
- Act as an ambassador for the company's values and culture.
- Foster a welcoming and respectful environment for customers, staff and visitors alike

#### **Risk, Governance & Control - 20%**

- In charge of First Aid at Reception area and Ensure the First Aid Kit is maintained
- Providing first aid to any injured customers, visitors or employees at the reception
- Conduct surveys of your designated area to ensure that any potential issues that could result in injury or incident are quickly identified
- Ensuring front office & back doors and Turnstile machine are functional and report malfunction immediately to the Security Manager
- In charge of Security guard at Reception area – Coordinate with Security Supervisor to solution Security issues at reception

#### **Job qualifications**

##### **Professional Skills**

- Excellent communication. (English and Swahili written and spoken)
- Strong customer service orientation.
- Computer practice (Outlook, Word, Excel, PowerPoint, etc...)
- Competence in Microsoft Office and office management systems.
- Ability to manage multiple tasks and priorities under pressure.

- Strong Interpersonal skills

### **Behavioral Competencies**

- Professional appearance and demeanor.
- High level of integrity, confidentiality, and discretion.
- Attention to detail and strong organizational skills.
- Adaptability, problem-solving, and proactive thinking.
- Team player with a positive attitude.

### **Essential**

- Have worked in Front office desk, customer service or administrative support for at least 2 years.
- Has a first degree/Advance Diploma in any discipline
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Strong verbal and written communication skills
- Professional appearance and positive attitude

### **Qualifications**

Abstract Reasoning (Proficient), Business Agility (Proficient), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets some of the requirements and would need further development), Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment, GET Certificate - Education, Training and Development, Planning and organising (Meets all of the requirements)

**APPLY HERE**