

## **Terms of reference**

### **Receptionist**

#### **Background**

Government of Punjab, Planning & Development Board in collaboration with World Bank Group (WBG) and multiple implementing agencies is implementing Punjab Tourism for Economic Growth (PTEG) Project with the total project cost of USD 55 million over five years (30<sup>th</sup> April 2023). The project aims to promote the tourism sector by strengthening the institutional capacity through better skills development, increase private sector participation and improve infrastructure services in support of the tourism sector in the province of Punjab.

#### **Objectives:**

1. To support the Government of Punjab in implementing a cultural, heritage and tourism policy supported by comprehensive institutional reforms for effective implementation framework.
2. Leverage private sector's potential to create new economic opportunities for job creation, revenue generation, innovation, entrepreneurship and production efficiency increase.
3. To promote an environment of pluralism and tolerance in the Province through a raised awareness of a varied culture and heritage.

#### **Major Responsibilities**

- Entry of inward/outward official Daak.
- Attend incoming phone calls & transfer of calls to the respective officers.
- Convey telephonic messages as per directions of concerned officer.
- Maintain complete record of Guests arrival and departure.
- Perform the functions of letter dispatch, Fax, Scanning of official documents, official email address maintenance etc.
- Any other duty that may be assigned to her by Officer In-charge.

#### **Qualification & Experience:**

- Qualification: Bachelors' degree with professional computer training.
  - Experience: Must have at least 2 years of experience as a receptionist or of operating computer based telephone exchange in a reputed organization in public or private sector. Computer proficiency and experience of telephone exchange software will be given preference.
  - Females are encourage to apply.
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