

JOB SCOPE

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 set at 32 hours per week but may vary depending on the registration periods.

ROLES AND RESPONSIBILITIES

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"> • BSc / HND in any discipline • Minimum of 2 years experience in customer service • Highly proficient and autonomous for Word, Excel, GoogleDrive, platforms • IT friendly • DELF A2 in French 	<ul style="list-style-type: none"> • Knowledge of Alliance Française courses offer • Minimum knowledge of the different CECRL levels 	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent oral & written skills • Good organisational skills • Good reporting skills • Availability / reactivity • Team player • Problem-solving • Attention to detail, patient