Receptionist

Position Title: Receptionist
Application Deadline: *18th November 2026.*

About ENAF

Echo Network Africa Foundation (ENAF) is a Pan African philanthropic institution that empowers and advocates for girls and women in Africa, focusing on marginalized groups. Its 2023-2027 Strategic Plan aims to expand successful programs from Kenya to other countries, with the Kenya Country Office managing implementation while ENAF oversees resource mobilization.

Job Summary

The Receptionist serves as the first point of contact, ensuring excellent customer service and public relations to set up positive interactions that reflect well on Echo Network Africa Foundation.

Key Responsibilities

- Receive and direct visitors while identifying and assisting with their specific needs
- Answer calls, relay messages, and provide accurate information to callers and visitors
- Maintain updated telephone directories and ensure the PABX system is maintained as per contract
- Coordinate information flow across all departments and follow up on client queries or complaints
- Promote the ENAF brand through efficient customer care
- Provide general administrative and clerical support to staff
- Receive, sort, and distribute incoming mail and deliveries
- Assist with organizing meeting venues and maintain a clean, tidy reception area
- Support travel bookings for management and staff
- Coordinate services offered by different providers and manage visitor Gate Pass records
- Support office security by reporting any suspicious activity

Qualifications

- **Education**: Diploma in Business Administration, Public Relations, or Customer Service
- **Professional Qualification**: Diploma in Business Management or Administration
- **Experience**: 2 years of experience in a busy front office
- **Technical Skills**: Proficiency in MS office, social media platforms, and AI tools
- **Behavioral Skills**: Team player, growth mindset, and strong negotiation and presentation skills

Application Guidelines

Interested candidates who meet the criteria above are encouraged to send their application through our recruitment portal:
https://erp.enafricafoundation.org:82/Home/PublicJobDetails?requestid=ERQ00012

The CVs should include the contact details of three referees. Only shortlisted candidates will be contacted.

Important Notice

This is a rolling recruitment process, and applications will be reviewed as they are received. Interested candidates are therefore encouraged to apply early. Only shortlisted candidates will be contacted. ENAF reserves the right to close the advert before the stated deadline once a suitable candidate has been identified.

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