



साना किसान विकास लघुवित्त वित्तीय संस्था लिमिटेड

केन्द्रीय कार्यालय, बबरमहल, काठमाडौं

फोन नं. ०१-४१११८९५/५३२०९१३/५९०९६१२

प्रथम पटक सूचना प्रकाशन मिति : २०८३/०३/१२

ग्राहक सेवा कक्षका लागि रिसेप्सनिष्टको सेवा खरिद सम्बन्धी सूचना

यस वित्तीय संस्थाको केन्द्रीय कार्यालय, बबरमहल काठमाडौंको रिसेप्सन (ग्राहक स्वागत कक्ष) मा रिसेप्सनिष्ट नभएकोले नियमित दर्ता/चलानी, अतिथी सत्कार तथा अन्य रिसेप्सन सम्बन्धी कार्यहरू गर्न ईच्छुक सेवा प्रदायकबाट यो सूचना प्रकाशन भएको मितिले १५ दिनभित्र दरभाउपत्र/प्रस्ताव माग गर्न यो सूचना प्रकाशन गरिएको छ। वित्तीय संस्थाले तोकिएका योग्यता पुरा गर्ने सेवा प्रदायकहरूलाई मात्र खरिद प्रक्रियाका लागि समावेश गर्नेछ। सेवा प्रदायकहरूलाई छनौट गर्ने/नगर्ने सम्पूर्ण अधिकार वित्तीय संस्थामा निहित रहनेछ।

"Terms of reference (ToR) of Receptionist"

The scope of work under this assignment for Receptionist / Front Desk Service includes the following:

1. Scope of Work

The Receptionist shall perform, but not be limited to, the following duties:

- Welcome and assist visitors, guests, and stakeholders in a courteous and professional manner.
- Receive, screen, and direct incoming telephone calls to the appropriate staff.
- Maintain visitor records and ensure proper visitor management procedures are followed.
- Receive, record, and distribute incoming letters, parcels, and other documents.
- Coordinate outgoing correspondence and courier services as assigned.
- Provide general information to visitors and callers regarding the organization.
- Maintain cleanliness and proper arrangement of the reception area.
- Provide administrative assistance such as photocopying, scanning, printing, filing, and document handling as assigned.
- Assist in scheduling meetings and coordinating visitors when required.
- Support office administration in routine administrative tasks.
- Handle office equipment located at the reception area responsibly.
- Maintain confidentiality of organizational information obtained during the course of duty.
- Perform any other related duties assigned by the Administration Division or authorized official.

2. Minimum Qualification and Experience

The personnel deployed by the service provider should possess:

- Minimum Intermediate (+2) or equivalent qualification.
- Prior experience in reception, customer service, or administrative support shall be preferred.
- Good communication and interpersonal skills.
- Basic computer proficiency, including Microsoft Office applications and email.
- Ability to communicate effectively in Nepali. Working knowledge of English shall be an advantage.
- Pleasant personality with professional etiquette and customer service orientation.