



JOB VACANCY	
Position	Receptionist
Reporting to	Deputy Chief of Finance & Administration
Department	Operations Management
Nature of Employment	1 year renewable
<u>About the Role</u> We are pleased to announce a job vacancy for the position of a Receptionist within the Operations Management at the Embassy of Switzerland in Nairobi. This role offers an excellent opportunity for qualified and experienced candidates to further their professional growth while contributing to the effective delivery and coordination of the Embassy's mandate.	
<u>Job Purpose</u> The Receptionist will be responsible for ensuring the smooth running of the reception. She/he will be handling the administrative tasks and will coordinate closely with all divisions of the Embassy, and external counterparts.	
<u>Key Responsibilities:</u> Front office management: <ul style="list-style-type: none">• Opening door, welcoming guests, interaction with guards respecting Embassy security guidelines. Phone calls management: <ul style="list-style-type: none">• Answering phone, advising clients on their needs.• Transfer of calls to relevant staff. Administrative support: <ul style="list-style-type: none">• Meeting room reservations.• Routine correspondences to service providers and institutions including diplomatic notes, follow up on UN Commissary and passes.• Updating of contacts for Operations Management and Consular Section.• Updating of various telephone lists. Telecommunication (Safaricom, Airtel) management: <ul style="list-style-type: none">• Paperwork and activation/deactivation of Sim cards for new joiners and leavers.• Validation of invoices.• Follow up on bills and invoicing/reimbursement of telephone fees for transferable staff. Diplomatic pouch management: <ul style="list-style-type: none">• Shipping and receiving of the various diplomatic pouches (Switzerland, Burundi, Rwanda, Eritrea, Uganda and Mombasa).• Preparing the necessary documentation and observe the regulations.• Invoicing/reimbursement of diplomatic pouch fees for transferable staff.• Handling of all incoming and outgoing DHL shipments to private persons, organizations or companies.• Preparing and checking of the monthly DHL invoices. Substitution of Logistics & Travel officer and other tasks according to supervisor.	

Required Education, Experience and Competencies	Required Skills
<ul style="list-style-type: none"> ✓ Diploma in either Customer care management / travels management / Communications & Public Relations or Business Administration from a reputable institution. ✓ Minimum 3 years' post qualification experience in Administration / Front office / travels management. ✓ Front office experience, knowledge of travel arrangements, archiving and freight management is an asset. ✓ Proficiency in full Microsoft office suite. ✓ Fluency in English language, written and spoken. ✓ Knowledge of a Swiss national language (German, French or Italian) is an asset. ✓ Working experience in an embassy or an international organization is highly desirable. 	<ul style="list-style-type: none"> ✓ Highly motivated, committed and able to work in a team. ✓ Ability to deal effectively and in a diplomatic manner at all levels. ✓ Ability to work independently and under pressure and with minimal supervision. ✓ High degree of adaptability and capacity to learn. ✓ Good communication skills and interpersonal skills. ✓ Precise, dynamic and high level of integrity and loyalty. ✓ Strong service and customer orientation.
<p>Modalities of Employment and Application.</p> <ul style="list-style-type: none"> • Applicants should include a letter of motivation (maximum 1 page), stating their reasons for applying and how the position fits into their career development goals and a CV (maximum 4 pages). • Applications must be sent to: nairobi.vacancy@eda.admin.ch • Deadline for the application is: 28.02.2026 • Job commencement: April/May. 	