

Ksa statements: human resource receptionist essay sample



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Task Statement(copy/paste all task statements here) Knowledge(cognitive skill) Skill(learned) Ability(competence) 1 Answer incoming calls using a multi-line switchboard and forward to the correct employee. Knowledge of a multi-line phone system One year experience of being a Receptionist Able to answer phones professionally 2 File staff records using system database in order to comply with company maintenance requirements Knowledge of file maintenance One year experience file clerk Able to accurately maintain files 3 Prepare various documents using MS applications as needed Knowledge of MS application i. e. Word, excel, outlook, PP and Messenger Two year experience with each application

Able to type 30 wpm 4 Greet various visitors and staff as they enter reception area to ensure quality customer service Verbal and Attention skills Three years experience as receptionist Able to welcome with a courteous personality 5 Maintain visitor log using date-book to advise appropriate party of their arrival and departure. Good written skills with attention to detail Three years experience as front desk clerk Able to pay attention to detail 6 Monitor staff time and Payroll items including processing HR forms to ensure accurate time keeping. HR payroll process Accurate data entry skills (numeric and alpha-numeric) Able to accurately input figures

KSA Statements

1 Must have one year of Receptionist experience, knowledge of a multi-line phone system and able to answer phones professionally. 2 Must have one year of File clerk experience using online database to file records 3 Must have two years experience using MS word, excel, PP, outlook and Messenger, must be able to type 30 wmp at minimum 4 Must have three years of

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Receptionist experience, with good verbal skills in order to greet with a courteous personality 5 Must have three years front desk experience, good written skill with special attention to details 6 Must have previous HR experience, payroll department preferred. Data entry skills with ability to accurately input numeric and alpha numeric figures.