



Internal Revenue Commission

Position Description

A. POSITION DETAILS

Position Title/ Designation	Helpdesk Officer
Grade/ Classification	IRC 04
Immediate Supervisor/Manager	Administration Officer
Division/ Section	Corporate Services Division/ Property & Facilities

B. PURPOSE

This position reports to the Administration Officer and will provide customer services to taxpayers and clients through reception, meet and greet, answering and referring queries, directing clients and ensure compliance to security requirements, including following of procedures and maintaining visitors log books.

ACCOUNTABILITIES

- Greet, assist and provide first level contact and convey resolutions to visitors and clients.
- Utilize excellent customer service skills and exceed clients/customers expectations.
- Keep front desk tidy and presentable at all times.
- Answer all incoming calls and redirect/transfer them and handle caller's inquiries whenever possible
- Check, sort and forward emails and keep updated records and files
- Perform other related duties at a comparable level

C. POSITION AND PERSON SPECIFICATIONS

- Recognized Diploma and/or Certificates in secretarial courses, or Office Administration
- Minimum of grade 12 with 2-3 years' experience in a similar environment
- Proven working experience in providing help desk support or similar areas
- Microsoft suit of Applications: MS Outlook, MS Word, MS Excel, MS Visio knowledge and any computerize office systems
- Proficiency in English
- Strong Client Facing in and communication skills