



Job Description

Job Title:	Receptionist/Cashier
Salary Grade:	P
Salary Range:	\$36,528.00 – \$46,740.00
Reports To:	Finance & Administration Manager
Portfolio/Department:	Ministry of Planning Agriculture, Housing, Infrastructure, Transportation and Development (PAHI-TD)

JOB PURPOSE

The Receptionist/Cashier serves as the first point of contact for all NHDT clients and visitors.

The successful candidate will be responsible for providing – excellent customer service and administrative / clerical support in addition to the responsibility for accurate processing of financial transactions, and issuing of financial receipts; contributing to the National Housing Development Trust's (NHDT), overall client experience and operational efficiency principles.

DIMENSIONS

- Greet visitors, screen and appropriately direct telephone enquiries &/or provide specific information in-person, also via email for written requests;
- Manage incoming and outgoing correspondences and deliveries;
- Manage the reception area in an organized and presentable manner;
- Receiving client applications, processing and verification of the original supporting required documentations, data update in the NHDT database;
- Assist with maintaining of the client application submissions filing and archiving system for the various NHDT programmes;
- Assist with scheduling the client appointments and escort clients/visitors to the appropriate colleague professionally and courteously;
- Responsibility for accurate processing of financial transactions, and issuing financial receipts for funds, in compliance with NHDT policies;
- Assist NHDT departments/units with administrative tasks, as necessary or required.

PRINCIPAL ACCOUNTABILITIES

Reception/Customer Service and Administrative/Clerical Support 70%

- Cover the reception duties, greet clients/visitors and general public, screening of and appropriately directing telephone enquiries &/or provide specific information in-person, also via email for written requests, as the first point of contact for the NHDT;
- Assist with scheduling the client appointments and escorting clients/visitors to the appropriate colleagues professionally and courteously;
- Arrange calls to contact the Board Members as relevant and circulating the necessary documents for distribution;
- Receiving client applications, processing and verification of the original supporting required documentations, ensure accurate data entered in the client database;
- Maintain the filing system of client applications by keeping files up to date, opening new files, closing and arranging storage of records as well as archiving of historic files, to ensure integrity of centralized filing system is kept up to date, for the various NHDT programmes;
- Manage incoming and outgoing correspondences and deliveries;
- Manage the reception area in an organized and presentable manner;
- Carry out prompt required follow-up on matters that are outstanding to complete.

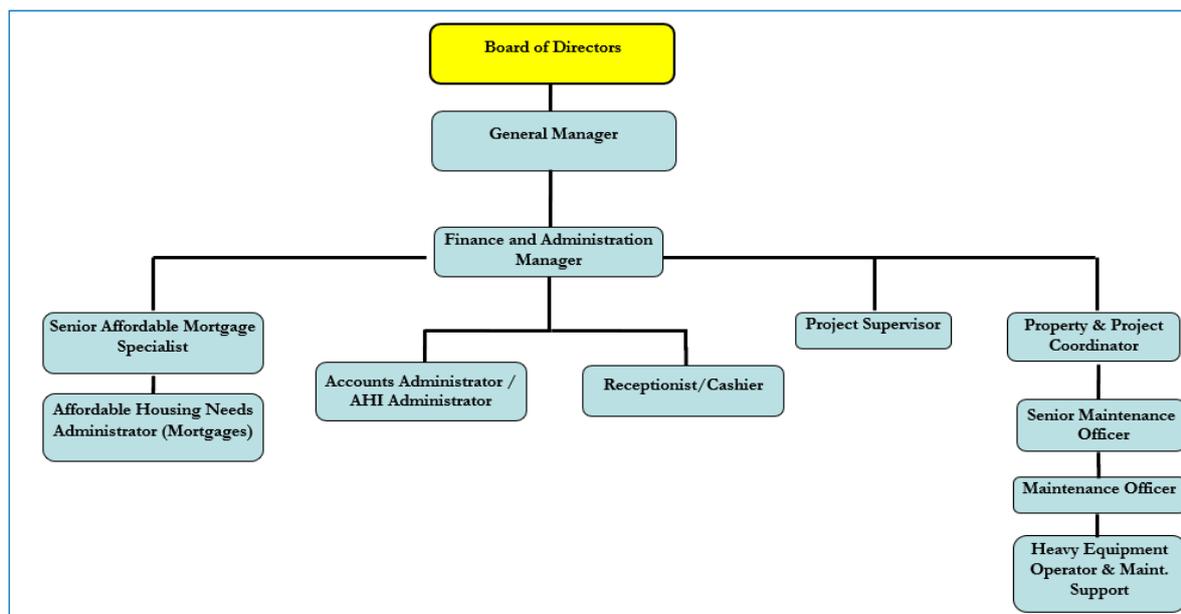
Cashier/Financial Support 25%

- Carry out delegated cashier responsibility for accurate processing of financial transactions, and issuing financial receipts of funds collected for payments, in compliance with NHDT policies;
- Reconcile funds collected for Bank night bag deposits.

Other Supporting Duties 5%

- Carry out any other support task as assigned from management.

ORGANIZATIONAL CHART



BACKGROUND INFORMATION

The Cayman Islands Government established the National Housing & Community Development Trust in 2003 with the name amended in 2006 to National Housing Development Trust (NHDT). The NHDT is a company limited by guarantee and does not have a share capital. It is wholly Government-owned, not-for-profit company. The National Housing Development Trust (NHDT) is significant, as a key factor in the economic development of the Cayman Islands by providing affordable homes and easier mortgage financing to Caymanians. Through our various programmes offered, we aim to make the homeownership dream more available to Caymanian families, thus promoting sustainable and inclusive growth in our communities. Additionally, the NHDT is responsible for the administration of the Government Guaranteed Home Assisted Mortgage scheme in partnership with local financial institutions. This mortgage scheme provides mortgages to middle-to-low-income Caymanians with assistance being given with a Government's Guarantee. The National Housing Development Trust (NHDT) is governed by a Board of Directors who is appointed by the Cabinet.

KNOWLEDGE, EXPERIENCE, AND SKILLS

The post holder must:

- Be a High School graduate with a secondary diploma or equivalent, office administration/customer service certificate would be advantageous;
- Have a minimum experience of 2 years in a receptionist/cashier role;
- Have a strong professional and client-centric approach to inquiries/effective issue resolution, safeguard client sensitive matters confidential;
- Have excellent verbal and written communication skills to ensure capable of interacting with clients and team members at all levels professionally;
- Have attention to detail, able to process financial transactions efficiently, maintain accurate records, and issuing receipts of funds;

- Have capability to use initiative, prioritize/ multi-task in a fast-paced environment while remain committed to exceptional quality service;
- Be a well-organized, mature individual that works competently under pressure, demonstrable strong work ethics, attendance, and punctuality;
- Be proficient in MS Office Suite with intermediate QuickBooks experience.

ASSIGNMENT OF WORK

Work is generated by the external clients/visitors, and the general public. It is allocated by the Finance and Administration Manager, as the post holder is their direct report.

SUPERVISION OF OTHERS

This role does not have supervisory responsibilities.

OTHER WORKING RELATIONSHIPS

The post holder will liaise closely with the internal team/clients of NHDT, the external vendors/service providers as well as other various stakeholders/internal government entities and the general public.

DECISION MAKING AUTHORITY AND CONTROLS

Adhere to the National Housing Development Trust policies and relevant laws.

PROBLEMS/KEY FEATURES

The post holder is expected to balance the need to appropriately provide reception/cashier role management, while ensuring support to completion of several other tasks that require leaving the front desk for short periods of time.

WORKING CONDITIONS

Normal office conditions.

Agreed By:	Signatures:	Date:
Post-holder:		
General Manager/IGM or (HoD/Appointing Officer):		