

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Information Technology and Telecommunications
- Post:** Senior Receptionist/Telephone Operator
- Salary:** Rs 8,600 x 200 – 9,000 x 250 – 10,000 x 300 – 10,600 x 400 – 12,200 (22 26 38)
- Effective Date:** 26 September 2006
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Receptionist/Telephone Operator reckoning at least five years' service in a substantive capacity in the grade or an aggregate of at least five years' service in a substantive capacity in the grades of Receptionist/Telephone Operator and Telephone Operator, and possessing good organising and supervisory skills.
- Duties:**
1. To plan, organise, supervise and control the work of Receptionists/Telephone Operators.
 2. To ensure that the reception centres of Government Offices are properly operated.
 3. To ensure that visitors are provided with information to facilitate their contact with officers of the Ministry.
 4. To operate the telephone switchboard (PABX).
 5. To liaise with the appropriate bodies for the repairs of telephone equipment used by Receptionists/Telephone Operators.
 6. To guide and train newly recruited Receptionists/Telephone Operators.
 7. To perform such cognate duties as may be assigned.



CERTIFIED CORRECT

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*for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms*

Date..... **26 SEP 2006**