

Vacancy Announcement: Front Desk Officer

Position Title: Front Desk Officer

Institution: Model Institute of Technology (MIT)

Contract Type: Full-Time

1. About MIT:

Model Institute of Technology (MIT) offers a diverse range of management and technology programs at both the undergraduate and graduate levels. With a firm commitment to academic excellence, MIT has established an affiliation with the International American University located in California, USA. Moreover, The College has received official approval from the Ministry of Education, Science, and Technology, Government of Nepal, which recognizes the high standards and quality of education imparted by MIT.

2. Position Overview:

The Front Desk Officer plays a vital role in managing the front desk operations while ensuring smooth communication within the institute. The officer is responsible for greeting and assisting visitors—students, teachers, guests, and staff—guiding them appropriately. The role involves handling first-hand queries, directing visitors to the relevant departments, managing data and records, and ensuring that communication and administrative tasks are completed efficiently. This includes drafting and distributing notices, announcements, managing front desk resources, and maintaining an organized, welcoming environment for all visitors.

3. Key Responsibilities:

Reception & Visitor Guidance:

- Greet visitors with professionalism and direct them to the appropriate departments or personnel.
- Address and resolve first-hand queries, or refer them to the responsible person.
- Ensure visitors feel welcomed and guide them to meetings, classrooms, or offices as needed.

Communication & Email Management:

- Manage and respond to emails in a timely and professional manner.
- Draft clear, concise, and professional emails for internal and external communication.

- Handle phone calls, emails, and in-person queries, ensuring information is shared effectively with the right people.
- Draft and distribute notices, announcements, and other communications to relevant departments and stakeholders.

Data Management:

- Maintain and update records, logs, and databases related to communication, visitors, and administrative tasks.
- Ensure that data is organized, accessible, and confidential when necessary.

Resource & Office Management:

- Manage front desk resources, including office supplies, equipment, and materials.
- Ensure the smooth operation of front desk equipment and troubleshoot minor issues.

Office Organization:

- Keep the front desk area organized, creating a professional atmosphere for both visitors and staff.
- Assist with organizing meetings and appointments for faculty, staff, and management as required.

4. Qualifications:

Education: Bachelor's degree in Business Administration, Communications, or a related field.

Experience: Minimum 2 years in a similar role, preferably in an educational or corporate environment.

Skills: Strong communication skills in English and Nepali, proficiency in MS Office, and excellent customer service abilities.

5. How to Apply:

Submit the following documents to: Human Resource Department
Model Institute of Technology (MIT), Baghbazar, Kathmandu

1. Cover letter
2. Completed application form
3. Updated CV

4. Copy of citizenship certificate
5. Copy of latest academic degree

Equal Opportunity Employer:

Model Institute of Technology is an equal-opportunity employer and is committed to fostering an inclusive and diverse academic community. We welcome applicants from all backgrounds, including women, minorities, and individuals with disabilities. For more information about MIT, please visit our website: www.mitnepal.edu.np