



EMPLOYMENT OPPORTUNITY AT THE

INTERNATIONAL OPEN UNIVERSITY (IOU), THE GAMBIA

The International Open University (IOU) is a renowned online university committed to providing accessible and affordable quality education to students around the globe.

With its headquarters in Kanifing, The Gambia, and presence in many countries worldwide, IOU invites applications from suitably qualified individuals residing in The Gambia to fill the vacant position of

Receptionist

KEY RESPONSIBILITY

The Receptionist will be the **first point of contact** for all visitors, clients and callers to the IOU Headquarters. The role is a **customer-facing position** includes providing general administrative support and ensuring smooth communication between departments, staff, students, and external stakeholders.

MAIN DUTIES

- ☐ Welcome visitors and direct them appropriately.
- ☐ Answer, screen, and forward incoming phone calls professionally.
- ☐ Maintain reception area cleanliness and organization.
- ☐ Respond to email and in-person inquiries with accurate and timely information.
- ☐ Manage incoming and outgoing correspondence, including mail and deliveries.
- ☐ Assist with scheduling appointments and managing meeting room bookings.
- ☐ Support administrative tasks such as filing, photocopying, and document handling.
- ☐ Maintain updated contact lists and assist with communication coordination.
- ☐ Work closely with administrative staff to ensure smooth office operations.
- ☐ Perform any other related duties as assigned by the Administration Office.



JOB REQUIREMENTS

It is crucial that the eligibility criteria that the candidate possess, reflect the academic & work skills and qualities necessary to create a **positive first impression** and uphold the organization's professional image.

ELIGIBILITY

- **Bachelor's Degree** in Business Administration, Customer care, Business Management or a related field.
- Minimum **3 years of experience** in a customer-facing or front-desk administrative role.

COMPETENCIES

- Excellent communication skills – both verbal and written, to interact effectively and courteously.
- Professional appearance and demeanor to represent IOU effectively at the front desk.
- Strong interpersonal and customer service skills – with the ability to respond to inquiries, complaints, or requests with patience and tact.
- Customer service orientation – ensuring a welcoming, helpful and positive experience for all stakeholders.
- Good command of office software (computer skills including proficiency in Microsoft Word, Excel, Email).
- Basic administrative – ability to handle calls, scheduling, and managing front desk operations.
- Ability to handle confidential information with discretion.
- Organizational and multitasking abilities.

MODE OF APPLICATION

Interested candidates are encouraged to submit their updated CVs along with a cover letter detailing their interest in the position to [hr.assistant@iou.edu.gm/](mailto:hr.assistant@iou.edu.gm) Visit at HQ Kanifing (HR office)

Closing Date for Applications: **Friday, June 08, 2025**

Location: **Kanifing, The Gambia**

For inquiries:

✉ hr.assistant@iou.edu.gm

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