

Vacancy

Receptionist



Join Our Dynamic Team

The Receptionist will serve as the first point of contact for clients, visitors, and stakeholders engaging with the Pension-Backed Home Loan (PBHL) team. The role is responsible for ensuring a welcoming, professional, and efficient front-office environment while supporting administrative coordination and communication within the department. The position plays a key role in representing First Capital's brand values of excellence, commitment and integrity.

Key Responsibilities

- Greet and assist clients, visitors, and service providers in a courteous and professional manner.
- Manage incoming calls, emails, and general inquiries, directing them to the appropriate departments or officers.
- Maintain an updated log of visitors and ensure compliance with office access and safety procedures.
- Support the PBHL administrative functions by assisting with.
 - Coordinating appointments, meetings, and venue bookings for departmental and stakeholder engagements.
 - Assist in managing incoming and outgoing mail and courier services.
 - Maintain a clean, organized, and welcoming reception area that reflects the company's professional image.
 - Support record management by ensuring proper custody, filing, and confidentiality of front-office documents.
 - Provide general administrative support, document filing, photocopying, scanning, and correspondence to the PBHL operations team as required.

Job Requirements

- National Diploma or Certificate in Office Administration, Secretarial Studies, Business Management, or a related field.
- Minimum 2 years' experience in front-office administration, reception, or client service within a corporate or financial environment.
- Excellent verbal and written communication skills in English, proficiency in local languages will be an advantage.
- Proficiency in MS Office applications (Word, Excel, Outlook).
- Certification or short training in Customer Service, Office Management, or Office Administration.

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We Are Hiring!

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Key Skills & Competencies

- Strong interpersonal skills with a customer-oriented and professional attitude.
- Detail-oriented with the ability to multitask effectively.
- Excellent verbal and written communication skills.
- Time management skill.
- Team support and flexibility.

A comprehensive and fair remuneration is offered, aligned to skills and qualifications. Interested candidates should forward their resumes, accompanied by Certified Copies of ID, Educational Qualifications, including three contactable references, in strict confidence to:

Email: hr@firstcapitalnam.com

Closing date for applications: 6 November 2025

First Capital Treasury Solutions is an equal opportunity employer and encourages previously disadvantaged people and those with disabilities to apply.

The advert has minimum requirements listed. Management reserves the right to use additional/relevant information as criteria for shortlisting. Applicants who do not receive any response within three weeks after the closing date must accept that their applications were not considered favourable. FCTS regrets that it cannot return documents.

No late applications will be accepted.

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