

INCOMATI AND MAPUTO WATERCOURSE COMMISSION (INMACOM)

JOB PROFILE

Position Title	Receptionist
Duty Station	INMACOM Secretariat, Mbabane, Eswatini
Reports To	Executive Assistant
Grade/Level	B1
Contract Type	Fixed-term, renewable subject to performance and funding

ABOUT THE COMMISSION

The Kingdom of Eswatini, the Republic of Mozambique, and the Republic of South Africa established the Incomati and Maputo Watercourse Commission (INMACOM) to coordinate the management and development of the shared Incomati and Maputo River basins. The Secretariat is based in Mbabane, Eswatini, and supports the work of the Council of Ministers, the Commission, and the Technical Steering Committee (TSC) of the three Member States.

As a trilateral institution, the Secretariat operates in a multilingual, multi-jurisdictional environment. Staff regularly interact with government delegations, international development partners, technical consultants, and officials from the three Member States. The Receptionist is often the first point of contact for visitors and callers, and the position requires someone who can represent the Commission with professionalism, discretion, and cultural awareness.

PURPOSE OF THE ROLE

The Receptionist manages the front desk of the INMACOM Secretariat, provides day-to-day administrative support, and ensures the smooth running of the office. The role combines reception duties with administrative tasks related to meeting coordination, document handling, travel logistics, and basic procurement support. Given the nature of the Commission, the incumbent must be comfortable working with government officials and international visitors, handling correspondence across multiple countries, and maintaining confidentiality over sensitive transboundary water governance matters.

DUTIES AND RESPONSIBILITIES

A. Front Desk and Visitor Management

- Receive and welcome visitors to the Secretariat, identify the purpose of their visit, and direct them to the appropriate staff member or office.
- Maintain a visitor log and ensure compliance with any applicable security or access protocols.
- Receive and route incoming government delegations, development partners, and consultants with appropriate protocol awareness.
- Answer and screen telephone calls, take messages, and redirect calls as needed.
- Manage the general enquiries inbox (e.g. info@inmacom.org) and route correspondence to the relevant officer.

B. Administrative and Clerical Support

- Draft, format, and proofread routine correspondence, memoranda, and internal communications as directed by the Executive Assistant.

- Manage incoming and outgoing mail, courier packages, and official documents, maintaining a tracking register where required.
- Maintain the Secretariat filing system (physical and electronic), ensuring documents are correctly classified, stored, and retrievable.
- Support document preparation for Commission meetings, TSC sessions, and other official engagements, including photocopying, binding, and collation.
- Assist with data entry and maintenance of administrative databases or registers as required.

C. Meeting and Event Coordination (working together with the Executive Assistant.)

- Assist with the logistical coordination of Commission meetings, TSC meetings, workshops, and stakeholder consultations. Prepare meeting rooms, arrange refreshments and catering, and ensure that audio-visual equipment is organised and functioning.
- Send meeting invitations, agendas, and reminders to participants across the three Member States.
- Coordinate venue bookings for off-site meetings or events when required.
- Assist with recording attendance and distributing meeting materials before and after sessions.

D. Travel and Logistics Support

- Assist with travel arrangements for Secretariat staff attending meetings in the Member States or elsewhere.
- Support the preparation of travel documentation such as visa invitation letters and travel authorisations.
- Coordinate airport transfers and local transportation for visiting delegations and consultants where required.

E. Procurement and Inventory

- Monitor office supply levels and place orders for stationery, consumables, and other materials as needed.
- Maintain an inventory register of office supplies and minor assets.
- Obtain quotations from suppliers for routine purchases in line with the Commission's procurement procedures.
- Liaise with service providers for office maintenance, cleaning, and equipment servicing.

F. General Office Operations

- Ensure that the reception area and common office spaces are tidy and presentable at all times.
- Support the coordination of office utilities, maintenance schedules, and building management matters.
- Assist other Secretariat staff with ad hoc administrative tasks as assigned by the Executive Assistant.
- Handle confidential material with discretion, particularly documents related to transboundary water negotiations, agreements, and inter-state correspondence.

QUALIFICATIONS AND EXPERIENCE

Minimum Requirements

- O'Level/IGCSE and a Diploma in Office Administration, Secretarial Studies, Business Administration, or a closely related field from a recognised and accredited institution.
- At least two (2) years of relevant work experience in reception, front office, or administrative support, preferably in a government ministry, international organisation, or diplomatic setting.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Demonstrated ability to manage a busy front desk, handle multiple tasks simultaneously, and work under minimal supervision.

KEY COMPETENCIES AND ATTRIBUTES

Competency	Description
Professionalism	Presents a professional and courteous demeanour at all times. Understands the institutional nature of the Commission and conducts interactions accordingly.
Communication	Communicates clearly and effectively in writing and verbally. Can convey information accurately to colleagues, visitors, and external contacts.
Cultural Sensitivity	Comfortable working with people from different countries, linguistic backgrounds, and institutional cultures. Exercises tact when dealing with government officials and diplomats.
Discretion and Confidentiality	Handles sensitive documents and information related to transboundary negotiations and inter-state relations with appropriate care and confidentiality.
Organisational Skills	Plans and organises own work, manages competing priorities, and meets deadlines without constant oversight.
Attention to Detail	Produces accurate correspondence, maintains orderly records, and catches errors in documents before circulation.
Teamwork	Works cooperatively with a small Secretariat team, supports colleagues across different functions, and contributes to a positive office environment.
Adaptability	Adjusts to changing priorities, particularly around Commission meetings and TSC sessions when the pace of work increases.

APPLICATION PROCEDURE

Interested candidates should submit a cover letter and detailed curriculum vitae (CV) to the Commission email address: info@inmacom.org.

Closing date: 28th August 2026.

Only short-listed candidates will be contacted. The Commission reserves the right not to fill the position.