

Job Title	Service Desk Officer	
Reports to	Operations & Human Resources Manager	
Work Location	Scalabrini Centre of Cape Town, 47 Commercial Street, Cape Town	
Work Hours	42,5 hours per week (Monday to Friday, 07h30-16h00)	
Closing date	05 November 2026	
Email your application to:	recruitment@scalabrini.org.za	Include: Your CV, ID / Valid permit & highest qualification

ABOUT US

The Scalabrini Centre of Cape Town is a non-profit organisation that supports refugees, asylum seekers and migrants through a range of programmes. We are looking for a professional, welcoming and well-organised Service Desk Officer to be the first point of contact for our clients, visitors, vendors and staff.

THE ROLE

Reporting to the Operations Manager, you will coordinate the service helpdesk, answer and direct telephone enquiries, and the Info inbox, monitor access to the centre, and provide administrative and operational support to the Operations team and other programmes.

Key responsibilities include:

- Welcome clients, visitors, vendors, staff and volunteers, and direct them appropriately.
- Answer enquiries, provide accurate information, and refer clients to the applicable programme.
- Provide clients with documentation & submissions assistance.
- Maintain the Client Register, the daily attendance register and other relevant records accurately.
- Monitor access to the Centre, and keep the reception and all waiting areas safe, neat and comfortable.
- Manage the info email inbox (referrals).
- Keep information displays, posters and contact lists up to date.
- Track and order stock and supplies.
- Arrange reception relief and guide staff and volunteers on reception duty.
- Proactively support the Operations team and other programmes with operational and administrative needs, including venue bookings and housekeeping instructions.

WHAT WE ARE LOOKING FOR

Essential

- Cape Town-based.
- Matric with at least 1 year of experience in reception, or in-person customer service environment.
- Fluent in English, with clear and professional communication etiquette in person, by phone and in writing.
- Proficient in Microsoft Outlook, Word, Excel and Canva.
- Accurate record-keeping and strong administrative skills, with the ability to prioritize competing tasks and meet deadlines.
- Welcoming, respectful, composed and service-oriented, with cultural sensitivity. Alertness for people experiencing vulnerability.
- Demonstrates discretion and maintains the confidentiality of sensitive information.
- Works well collaboratively and independently.
- No criminal record.

Desirable

- Understanding of, and specific experience with, refugees and asylum seekers.
- French and/or Swahili.

Only short-listed candidates will be contacted after the closing date. Should you not hear from us within two (2) weeks of the closing date, please consider your application to be unsuccessful. Scalabrini Centre reserves the right to extend the closing date and the right to not make any appointment in this position. Selected candidates may be required to provide additional personal information and/or be subjected to a practical test as part of the selection process. By applying for this position, applicants consent to undergo reference and background checks, verification of academic credentials, employment history, criminal checks, identity checks, and social media checks. Scalabrini Centre has a zero-tolerance policy regarding sexual exploitation and abuse, sexual harassment, abuse of authority and discrimination, and adheres to strict child safeguarding principles.