



## JOB TITLE: RECEPTIONIST

### CORPORATE INFORMATION

1. **Position Level:** Band D
2. **Salary Range:** \$14,428.13 - \$ 18,497.60.
3. **Duty Station:** Corporate Service Division
4. **Reporting Responsibilities:**
  - a. **Reports To:** Senior Human Resources Analyst
  - b. **Liaises with** Manager MHRAT, the Head of Divisions, Executive Management, Members of Parliament (MPs), Parliament Staff, stakeholders, and the public.
  - c. **Subordinates:** None.

### POSITION PURPOSE

The primary purpose of this position is to manage the front desk reception and provide professional, efficient, and effective customer service.

### KEY RESPONSIBILITIES

The position will achieve its purpose through the following key responsibilities:

1. Attend to all telephone calls in a polite and informative manner in accordance with the correct telephone etiquette.
2. Welcome and greet customers/visitors at reception and manage the switchboard communication system to ensure the provision of an efficient telecommunication service to all customers.
3. Maintain the cleanliness and upkeep of front reception areas daily.
4. Update and maintain a manual correspondence register and database for efficient records and provide weekly work reports and specific reports as relevant.
5. Provide administrative and secretariat support in support of office operations.
6. Record all external/internal calls at the reception and provide assistance to all customer queries at the service counter.
7. Circulate phone bills to official holders for verification, analyze, and prepare submissions for payments.
8. Actively contribute to corporate responsibilities by providing administrative and logistical support and complying with financial and human resource management guidelines, regulations, principles, and standards in all aspects of work.

### KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Effective and timely management and recording of the reception and switchboard activities with minimum complaints.

2. All agreed activities and functions are delivered and achieved within agreed timeframes and compliant with relevant processes, legislation and policies.
3. All reports are compiled with appropriate information, meet the standard reporting requirements and submitted within timeframe.
4. Timely and accurate advice to staffs and effective customer services are provided to ensure consistent approach to operational activities.

## **PERSON SPECIFICATION**

A Year 13/Form 7 pass or equivalent, the following Knowledge, Experience, Skills and Abilities to successfully undertake this role:

### **KNOWLEDGE AND EXPERIENCE**

1. At least one year of relevant work experience, preferably in a similar role or in a position equivalent in nature.
2. Sound knowledge of Public Administration policy and practice and experience in working effectively in a high-performing teamwork environment.
3. Understand the Fijian Constitution (2013) and applicable laws of Fiji.

### **SKILLS AND ABILITIES**

1. Good oral and written communication skills.
2. Must demonstrate excellent customer service skills.
3. Capacity to operate telephones to support the operations of the organization.
4. Demonstrated ability to work in a team and independently with minimal supervision.
5. Exceptional interpersonal skills with the ability to work with a broad range of people from different backgrounds.
6. Service-oriented approach, committed to supporting the organization's operational/ corporate environment.

### **PERSON CHARACTER AND POLITICAL NEUTRALITY**

The Parliament of the Republic of Fiji operates in a politically sensitive environment. Any person who is and is seen to be active in political affairs and intends to publicly carry on this activity may compromise the strict political neutrality of the Parliament of the Republic of Fiji and cannot be considered for employment.

All applicants for employment in the Parliament of the Republic of Fiji must be under the age of 60, in sound health, with a clear police record. The successful applicant will be required to provide a police clearance report and medical certificate.

The Parliament of the Republic of Fiji is an Equal Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills, and abilities required for the job will be considered in assessing the relative suitability of applicants.