



JOB TITLE: RECEPTIONIST

CORPORATE INFORMATION

1. **Position Level:** Band D
2. **Salary Range:** \$16,354.00 - \$20,413.64.
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. Promptly and professionally respond to all incoming telephone calls using approved telephone etiquette. Accurately identify caller needs, provide relevant information, and redirect calls to appropriate personnel or departments. Maintain a daily call log to track inquiries and follow-ups.
2. Greet individuals in a courteous and professional manner, verify appointments, and notify relevant staff of visitor arrivals. Operate and manage the switchboard system to ensure efficient internal and external communication flow.
3. Ensure the reception area is clean, organized, and presentable at all times. Conduct daily inspections and coordinate with cleaning staff to address any maintenance issues.
4. Maintain a manual register and digital database to record all incoming and outgoing correspondence, including letters, memos, and official documents.
5. Provide direct administrative support to the Human Resource, Administration, and Training Unit, including preparation of HR documentation such as leave forms, staff movement records, and training attendance sheets.
6. Record all internal and external calls received at the reception desk, noting caller details, purpose of call, and actions taken. Provide accurate and timely responses to customer queries at the service counter, including guidance on HR procedures, document submissions, and general inquiries.
7. Distribute monthly telephone bills to designated staff for verification. Prepare payment submissions with supporting documentation and ensure compliance with financial procedures and timelines.
8. Contribute to organizational goals by providing administrative and logistical support for corporate events, meetings, and training programs.

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.