

Position Description

Vacancy Title: **Receptionist**

Location: **Suva, Fiji**

Reports To: **None**

Objective

The Receptionist assists in maintaining the front office operations and supports office administration. The role reports to the Office Manager.

Outcomes

Organisational Stakeholders

1. Front Office Management

- Office reception desk maintained by receiving and distributing communications, managing supplies and equipment, and serving customers.
- Phone calls received and transferred, messages taken.
- Missions, consultants, guests, and visitors received and directed to appropriate meeting room and person.

2. Administrative Support

- Teleconference and video conference arranged in coordination with the IT Officer.
- Office meeting rooms booked and monitored.
- Office faxes, correspondences, pouch, invoices/receipts received, logged, and distributed to appropriate person, handling all office correspondents in strictest confidence.
- Courier services handled including sending office correspondences and logging transactions.
- Office newspapers received and distributed to appropriate person.
- Car arrangements coordinated for staff, consultants, and missions and recorded into the log sheet.
- Office supplies ordered including stationery, inks, and accessories for office equipment.
- Work and travel visa applications processed for international staff, consultants, and missions.
- Staff internal contact list updated and distributed to office staff.
- News updates compiled and links shared from various media agencies in Fiji via email to office staff daily.

3. Support Coordination

- Seminars, workshops, and meetings assisted in arrangement.
- Administrative staff backed up when required.
- Secretarial support performed when required including typing, photocopying, scanning, and laminating.
- Contact established with the Ministry of Foreign Affairs for stamp duty clearances for office and international staff equipment.
- Fiji work permit record for international staff and family members updated and necessary applications applied for updates.

Responsibilities - Key Competencies

Competence	Description
Business	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
People	
Team Orientation	Work in a team towards a common aim.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.
Operational	
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Trade Diploma in Office Administration	Or equivalent combination of education and experience

Work Knowledge and Experience

Minimum of three years' experience in reception or administrative support, preferably within an international work environment.

Proven ability to work collaboratively and maintain professionalism in a multicultural setting.

Strong attention to detail, with the ability to follow instructions and complete tasks accurately and efficiently.

Demonstrated competence in general secretarial and administrative duties.

Excellent verbal and written communication skills, with fluency in both English and Fijian.

Well-developed organizational and interpersonal skills, with the ability to engage effectively with individuals at all levels.

Proficient in Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook.

Requirements

Language Proficiency

Excellent command of written and spoken English

Excellent command of Fijian

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	Category Managers	
External		
	General Public.	
	Courier services.	
	Ministry of Foreign Affairs .	
	Travel Agencies.	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

