



## **JOB DESCRIPTION**

<b>POSITION:</b>	<b>Receptionist</b>
<b>DIVISION:</b>	<b>Finance &amp; Administration</b>
<b>REPORTS TO:</b>	<b>Executive Manager Finance &amp; Administration</b>
<b>GRADE/CLASIFICATION:</b>	<b>Grade:-06</b>
<b>POSITION No:</b>	<b>FAICCC11</b>
<b>LOCATION:</b>	<b>Port Moresby - Headquarters</b>
<b>DATE ISSUED</b>	<b>05.01.2012</b>

### **1. OVERALL PURPOSE (Why the job exists)**

Attend to the public reception area of the Commission in making/confirming appointments, manning the telephone system, keep appropriate records and provide administrative support as required.

### **2. MAJOR ACCOUNTABILITIES**

Accountable to the Executive Manager Finance & Administration on the effective management of the public receptionist area.

### **3. MAJOR TASKS (KRAs)**

- Attend reception area and receive queries from the public and refer to appropriate officers.
- Monitor the switchboard, screen telephone calls and attend to enquiries and arrangements of appointments for Divisional heads and staff of the Commission.
- Keep records as instructed.
- Despatch and collection as well as maintain register of daily mail/correspondence.
- Co-ordinate the courier delivery and receipt of all regional office correspondence.
- Word processing and secretarial work , incl. photocopying
- General office administration support and maintenance of orderly and systematic filing system.
- Organise and ensure sufficient stock of office materials and supplies for efficient operation of the office.
- Liaise with the Divisional Heads on general office matters.
- Organise meeting schedules/confirmation
- Assist in making travel, accommodation arrangements for staff on business trips.

### **4. POSITION AND PERSON SPECIFICATIONS**

#### **(a) QUALIFICATIONS**

- Grade 10 with Certificate in either basic or advanced typing from any recognised training institution or Certificate in Office Management.

**(b) KNOWLEDGE**

- Sound knowledge and experience in the general office procedures.
- Knowledge in some general office accounting/financials.

**(c) SKILLS**

- Must possess the typing ability of 45wpm, shorthand of 80wpm and can work under pressure.
- Must possess skills in handling advanced/ modern office equipment.
- Good communication skills (oral/written)
- Some general office accounting/financial skills

**(d) WORK EXPERIENCE**

- At least 5 years work experience in a customer-service related field.
- Receptionist or Office Assistant work experience would be an advantage with some general office accounting/ financials.

**(e) PERSONALITY ATTRIBUTES**

- Must have a mature and responsible attitude towards work and staff.
- Be able to work under pressure
- Can contribute ideas towards better/improved business practices
- Good time keeping

**Authorised by: - Assoc. Prof. Billy Manoka, (PhD) – Commissioner/CEO**