

TELECOMMUNICATIONS AUTHORITY OF FIJI

(VACANCY: 01/2023) ADMINISTRATION OFFICER & RECEPTIONIST

CORPORATE INFORMATION

1. **Salary Range:** \$15,000 - \$25,000
2. **Duty Station:** Telecommunications Authority of Fiji (TAF) Office -Suva
3. **Reporting Responsibilities:**
 - a) Reports To: Manager Corporate Services
 - b) Liaises with: Manager Technical and all other TAF staff, TAF stakeholders and Government Ministry officials.
 - c) Subordinates: None

POSITION PURPOSE

The position is responsible to provide human resources administration and support services to ensure effective and efficient operations of the unit. The incumbent should have a positive attitude, be a master multi-tasker with excellent communication skills and assisting in daily operational needs and general corporate activities.

KEY RESULT AREAS (KRA)

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

1. Manage the public appearance through efficient customer service and interaction;
2. Provide timely leave management and administration support and general advice to the Manager Human Resource, administration and Training including staff leave update;
3. Ensure correspondence and records are properly managed and maintained by practicing standard registry procedures;
4. Assist and support administrative and logistical arrangements for the TAF staffs during training or travel both locally and overseas;
5. Provision of secretarial, general administration and finance support for Corporate Services;
6. Prepare and submit required reports according to standard reporting requirements;
7. Actively contribute to all corporate functions and activities of the Authority.

KEY PERFORMANCE INDICATORS (KPI)

Performance will be measured through the following indicators:

1. Timely delivery of exceptional customer services and reception duties are well managed;
2. All agreed human resources support services, functions and advice are delivered within agreed timeframes to enable business continuity and specific requirements are met;
3. Timely and effective records management is maintained according to required procedures;
4. Actively participate in corporate requirements/ activities are delivered within agreed timeframes and required standards.

PROFESSIONAL QUALIFICATION & ABILITIES

Qualifications

A Diploma in Commerce, Management, Human Resources or equivalent from a recognised institution with the following knowledge, experience, skills and abilities are required.

Knowledge and Experience

The applicant should possess:

1. At least 2 - 3 years' work experience in an area relevant or similar to the job.
2. Experience working within a service delivery environment governed by legislation or any similar field.
3. Knowledge of administrative and basic accounting practices with relevant acts, instructions and manuals.
4. Experience of working with filing management and knowledge of records keeping.
5. Experience in the use of computers, office equipment and Microsoft Office suite software.

Skills and Abilities

1. Excellent interpersonal skills, focused on delivering quality customer experience and service.
2. Demonstrate ability to work independently in a team environment.
3. Proven organisational skills with the ability to determine completing priorities and organise work activities to meet agreed goals.
4. Demonstrated analytical and problem-solving skills and proven ability to successfully apply to policy and procedural issues.
5. Ability to plan, develop and coordinate multiple task/ activities in order to meet deadlines;
6. Possess excellent interpersonal and communication skills and establishing good working relationship.
7. Ability to maintain confidentiality and neutrality.
8. Service oriented approach with commitment to supporting TAF's operational goals.

PERSONAL CHARACTER

All applicants for employment in TAF must be of good character, with a background that demonstrates their commitment to the public service values contained in the Fiji Constitution. Applicants must be Fijian Citizens, under age 60, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to commencing duty.

TAF is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible applicants. Only academic qualifications, specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.