

TELECOMMUNICATIONS AUTHORITY OF FIJI

VACANCY: TAF 03/2026

JOB DESCRIPTION: OFFICE ASSISTANT

CORPORATE INFORMATION

1. Salary Range: \$15,071 - \$18,085 per annum
2. Duty Station: Telecommunications Authority of Fiji Office, Suva
3. Reporting Responsibilities:
 - a) **Reports To:** Administration Officer
 - b) **Liaises with:** CEO, Manager Corporate Services, Manager Legal, Manager Technical Regulatory, Manager Projects, Team Leader [Engineer & Projects], Engineer Support Officers, Corporate Communications Officer, Information Technology Specialist Officer, Finance Officer, Finance Assistant, Personal Assistant, Driver & Messenger.
 - c) **Subordinates:** None.

POSITION PURPOSE

The Office Assistant is responsible for ensuring the smooth functioning of daily operations by providing office support to the Telecommunications Authority of Fiji. This role provides reliable hospitality, cleaning and general administrative support to help maintain a professional, safe, hygienic and well-organised office environment. The role supports meetings and corporate activities, maintains office and refreshment supplies, and undertakes routine support duties as directed.

KEY RESULTS AREA (KRA)

The position will achieve its purpose through the following:

1. Ensure that preparation of refreshments and beverages is served promptly and courteously and hygienically for Board meetings, CEO, Executive Management and visitors.
2. Preparation of before use, including arranging furniture, refreshments, stationery and basic meeting equipment; restore rooms to a clean and orderly condition after use.
3. Carry out routine cleaning of offices, meeting rooms, reception areas, kitchens/pantries, washrooms and other common areas in accordance with approved cleaning schedules and hygiene standards.
4. Collect and dispose of general waste and recyclables safely and appropriately, and promptly report hazards, breakages, maintenance needs or pest concerns to the supervisor.
5. Monitor stocks of refreshments, kitchen consumables and cleaning materials; maintain simple and accurate stock records; and notify the supervisor in sufficient time for replenishment.

6. Use, store and handle cleaning products, equipment, food and beverages safely, following occupational health and safety, hygiene and infection-control requirements.
7. Provide routine administrative support, including filing, photocopying, scanning, document preparation, basic data entry and distribution of documents, as assigned.
8. Support official meetings, workshops, events and other corporate activities, including room preparation, hospitality and post-event clean-up.
9. Maintain confidentiality and exercise discretion when working in offices, handling documents or becoming aware of official information.
10. Perform other reasonable duties consistent with the purpose and level of the position, as assigned by the supervisor.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Hospitality service: Refreshments are prepared and served on time, courteously and to the required hygiene and presentation standard.
2. Meeting-room readiness: Rooms and required supplies are prepared before scheduled meetings and restored promptly after use.
3. Cleanliness and hygiene: Assigned areas are cleaned in accordance with the approved schedule and maintained to an acceptable standard, with no avoidable hygiene-related incidents.
4. Stock control: Supply records are accurate, stock is stored appropriately and replenishment needs are reported before essential items run out.
5. Safety compliance: Cleaning products, equipment, food and beverages are handled safely; hazards and maintenance issues are reported promptly.
6. Administrative and corporate support: Assigned tasks are completed accurately, within agreed timeframes and with appropriate confidentiality, teamwork and customer service.

SELECTION CRITERIA

PERSON SPECIFICATION

In addition to a successful Secondary School completion of Year 12 or an equivalent secondary school qualification, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

Knowledge and Experience

1. Previous experience in office support, cleaning, hospitality, customer service or a similar role is desirable.
2. Basic knowledge of office procedures, workplace etiquette, cleaning standards, and safe food and beverage handling.

3. Basic ability to use common office equipment, such as a photocopier, scanner and telephone; basic computer literacy is an advantage.

Skills and Abilities

1. Clear and courteous communication and good interpersonal skills.
2. Strong service orientation and the ability to deal professionally with staff, visitors and stakeholders.
3. Ability to organise work, follow schedules and instructions, manage competing tasks and meet deadlines with limited supervision.
4. Attention to detail and commitment to consistent cleanliness, hygiene and presentation standards.
5. Ability to work cooperatively as part of a team and adapt to changing operational priorities.
6. Reliability, punctuality, honesty, initiative and sound judgement.
7. Ability to maintain confidentiality and handle official information with discretion.
8. Ability to safely perform the practical requirements of the role, including standing, bending and handling routine supplies and equipment, with reasonable accommodation where applicable.
9. Service oriented approach, with a commitment to supporting the operational environment of the organisation.

Personal Character and Eligibility

Applicants for employment in the Telecommunications Authority of Fiji must be Fijian Citizens, below the age of 60, be of sound health, with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Telecommunications Authority of Fiji is an Equal Employment Opportunity Employer. Applicants are encouraged from all eligible and qualified applicants. Applicants highly assessed as having specific knowledge, experience, skills, and abilities required for the job will be considered.