



JOB DESCRIPTION

Job Title:	Receptionist
Department:	Customer Service
Location of position:	Central (Suva-HQ)
Reporting to:	Team Leader Customer Services
Specific accountabilities:	As follows

Objectives

The Receptionist is responsible for providing excellent front line customer service to FRA's customers, visitors and the staff to ensure processes are efficiently and effectively carried out. This receptionist role will include: front line customer support through the answering of telephones, supporting staff and carrying out basic administration tasks.

Key Duties and Responsibilities

1. Be the first point of contact for FRA customers and stakeholders in relation to customer queries;
2. Greet and welcome guests as soon as they arrive at the office;
3. Direct them to the appropriate person and office;
4. Answer, screen and forward incoming phone calls;
5. Phones are answered in a professional and timely manner;
6. Receive, sort and distribute daily mail/deliveries;
7. Maintain and update incoming correspondences and should be distributed in a timely manner;
8. Responding to emails, correspondence, telephone and over the counter enquiries;
9. Ensure reception area is tidy and presentable;
10. Provide basic and accurate information in-person and via phone/email;
11. Monitor visitor's access into FRA building;
12. Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
13. Ensure reception is never unattended during working hours;
14. Assist the Customer Service Officers with the recording of service requests received at the front desk;
15. Work with minimum supervision;
16. Perform any other assigned duties by Team Leader Customer Service and Head of Department.

Common Accountabilities

Compliance

Ensure that all actions of the Authority and its Contractors and other agents are at all times within the law

Ensure that all actions are within such powers as may have been delegated by the Authority



Compliance at all times with the Authority's Procurement Plan, Contracts Management Policy, Asset Disposal Policy, Complaints and Requests for Service Policy and all such other policy decisions that the appointed Authority or the CEO may make

Full compliance with the adopted risk management framework within the Officer's area of responsibilities

Organisational Performance

Promptly furnish, complete and accurate financial and non-performance results (against such of the performance targets listed in the Asset Management Plan and Corporate Plan and any other performance criteria within the assigned area of responsibility) throughout the year and for the Half Yearly Report and the Annual Report.

Note: A named position will be allocated responsibility for each performance target

General Management

In all decision-making (at all levels) identify all reasonably practicable options for achieving the objective of the decision and assess the economic, environmental and social impacts of each option in order to identify the preferred option

In all work relating to the Officer's particular area of responsibility be satisfied that value for money is being achieved – and that the roads are being managed in the most effective, efficient and optimized way possible – in a manner that will ensure preservation of their long term service capacity and integrity

Protection of the Authority's intellectual property rights

Protection of the Authority's reputation

Good public relations

Emergency Management

Contribute to the formulation of, participate in the preparation of, and participate in regular training relating to a Business Continuity Plan and an Operations Recovery Plan.

Personal Performance

The personal performance of all employees will be evaluated against their respective Specific Accountabilities and these Common Accountabilities annually, following submission of the Annual Report to the Minister.

The Team Leader Customer Services will appraise the Receptionist which will be reviewed by the Chief Executive Officer.



Position Specifications

- Certificate in Office Assistance and Administration or equivalent from a recognised tertiary institution;
- Minimum 2 years of work experience in a similar role;
- Demonstrate professionalism, patience and a “people-first” attitude;
- Customer oriented and result driven;
- Exceptional customer service skills and proven ability to handle difficult customers;
- Excellent communication skills both verbal and written;
- Ability to communicate in Vernacular language is an added advantage;
- Computer literate, proficiency with Ms-Office;
- Ability to work under pressure and meet stringent timelines;
- Conflict resolution and management skills;
- Innovative and problem solver;
- Result oriented.

This job description has been approved by:

Name	
Designation	
Signature	
Date	