

OFFICE OF THE ATTORNEY-GENERAL

ROLE DESCRIPTION: TELEPHONE OPERATOR

CORPORATE INFORMATION

1. Position Level: Band C
2. Salary Range: \$14,006.71 - \$17,412.20
3. Duty Station: Suva
4. Reporting Responsibilities;
 - a) **Reports To:** Senior Administrative Officer (General Administration)
 - b) **Liaises with:** Office staff, Government ministries & departments, clients/stakeholders, members of the public and private firms.
 - b) **Subordinates:** Nil

POSITION PURPOSE

The position is responsible to provide an effective and efficient telephone reception services on a daily basis and to perform a variety of administrative and clerical tasks.

KEY DUTIES

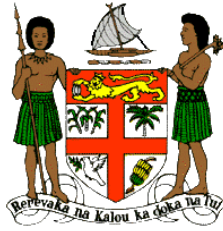
The position will achieve its purpose through the following key responsibilities:

1. Attend to all telephone calls in a polite and informative manner in accordance with the correct telephone etiquettes.
2. Serve visitors by greeting, welcoming and directing them to the appropriate officer and office;
3. Notify relevant officers when visitors arrive;
4. Answer, screen and forward incoming phone calls;
5. Provide basic and accurate information in-person and via phone/email;
6. Coordinate front-desk activities including assisting members of the public in getting their documents witnessed by Legal Officers;
7. Assist in arranging travel and accommodations for senior officers; and
8. Organise the reception area while complying with office procedures, rules and regulations.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Provide accurate and timely assistance to members of the public.
2. All administrative duties are executed to the highest quality standard
3. Client service standards are achieved.



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PERSON SPECIFICATION

In addition to the successful completion of a Diploma in Office Management/Business Administration (or equivalent), the following knowledge, experience, skills and abilities are required to successfully undertake this role:

KNOWLEDGE AND EXPERIENCE

1. At least 2 to 3 years of experience as a Receptionist, Front Office Representative or similar role;
2. Familiarity with office procedures and basic administrative principles;
3. Working knowledge of office devices and processes; and
4. Knowledge and proficiency in the use of Microsoft Office applications.

SKILLS AND ABILITIES

1. Serve visitors by greeting, welcoming and directing them to the appropriate officer(s) and sections; strong communication and organisational skills;
2. Notify relevant officers when visitors arrive;
3. Answer, screen and forward incoming phone calls and providing/receiving basic and accurate information in-person and via phone/email;
4. Attending to Laws of Fiji service updates as and when assigned by the Law Revision Commission;
5. Coordinate front-desk activities including assisting members of the public in getting their documents witnessed by Legal Officers;
6. Assisting with verifications of the attachments and legal requirements for all documentations that are submitted for witnessing by professional officers;
7. Assist in arranging travel and accommodations for senior officers; and
8. Organise the reception area while complying with office procedures, rules and regulations.

PERSONAL CHARACTER AND ELIGIBILITY

An applicant for employment must be of good character, with a background that demonstrates his/her commitment to the civil service values contained in the Constitution of the Republic of Fiji. An applicant must also be a Fijian Citizen, in sound health, aged below 60 years with a clear police record.

The successful applicant will be required to provide a medical certificate and police clearance prior to taking up the duty.

The Office of the Attorney-General is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible and qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.