

## JOB DESCRIPTION

<b>Incumbent Name:</b>		<b>Emp No:</b>	
<b>Job Title:</b>	Receptionist	<b>Position Type:</b>	Fulltime
<b>Department:</b>	Operations & Corporate Services	<b>Salary scale:</b>	Band 2
<b>Location:</b>	FCCC Suva Office	<b>Region</b>	Central/Eastern
<b>Directly Reporting To:</b>	1. Manager Operations & Corporate Services 2. General Manager People Culture & Corporate Services	<b># of Reports:</b>	N/A

### Organisation Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

### Purpose & Nature of the Role

The receptionist will be required to serve stakeholders by greeting, welcoming, and directing them appropriately; notify company personnel of visitor arrival; maintain security and telecommunications system.

The receptionist is one of the positions under the Corporate Department. The Incumbent is responsible to assist in greeting to visitors of FCCC and providing administrative support as and when necessary.

### Key Result Areas (KRA's)

- Effectively handling a variety of administrative and logistics support tasks, including answering phones, receiving visitors, preparing meeting and training rooms, sorting and distributing mail, and making travel plans.

### Key Accountabilities

#### 1. Front Office Management

- Greet, welcome, and direct visitors in a professional and courteous manner
- Answer, screen, and forward incoming calls efficiently
- Manage visitor logs and issue access badges in line with security procedures
- Maintain an up-to-date staff and department directory

#### 2. Administrative Support

- Provide general administrative and clerical support across departments

- Manage incoming and outgoing mail, courier services, and documentation
- Prepare meeting rooms and coordinate logistics for internal meetings and trainings
- Assist with travel bookings and arrangements where required

### **3. Logistics Support**

- Assist in coordinating logistical requirements for meetings, workshops, and events
- Support the setup and coordination of office-related activities and functions
- Liaise internally to ensure timely availability of resources and materials

### **4. Property & Fleet Administrative Support**

- Provide administrative support to Manager operations in the management of FCCC office properties and facilities and fleet
- Assist in maintaining records relating to fleet usage – dispatch keys and monitoring Central fleet use with coordination from Properties and Fleets Officer.
- Support coordination of maintenance and servicing of Central office facilities.
- Monitor and report any facility issues for timely resolution

### **5. Vendor Coordination Support**

- Assist in liaising with vendors and service providers for office, property, and fleet-related matters
- Support the processing and tracking of vendor requests, service schedules, and follow-ups
- Maintain basic records of vendor engagements and service delivery status

### **6. Office Maintenance & Compliance**

- Ensure reception area is clean, organized, and presentable at all times
- Maintain telecommunications systems in accordance with guidelines
- Comply with FCCC policies, procedures, and regulatory requirements

### **7. General Responsibilities**

- Deliver tasks in a timely and high-quality manner
- Meet agreed performance targets and standards
- Support team objectives and contribute to a positive work environment

- Undertake additional duties as assigned within the scope of the role

### **Key Performance Indicators (KPI's)**

Refer to Annual KPI set every Financial Year

### **Qualification**

- Tertiary qualification in Office Management or any other relevant certification that suites the role

### **Knowledge and Experience**

- Proven 1- 2 years of work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Customer Service experience
- Able to contribute positively as part of a team, helping out with various tasks as required.

### **Skills and Abilities**

- Telephone Skills,
- Excellent organizational skills
- Microsoft Office Skills
- Supply Management Skills
- inter personal skills
- Good time management skills.
- Experience with administrative and clerical procedures.
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude

### **Risk and Compliance**

- Timely submission of reports/information papers
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures).
- Health and Safety at Work Act 1996/FCCC Act 2010
- Work in compliance with company policies and procedures, relevant employment laws.

### Key Challengers / Success Factors

To ensure that all internal and external calls are handled professionally. And all customer complaints are registered with Customer Service officers in charge.

### Internal / External Relationships

#### Internal

- CEO, GMs and all Managers
- All Staff

#### External

- Relevant stakeholders & Other relevant Government Ministries and local Institutes

### Authority Level

#### Financial Authority Level

Not Applicable

### Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

#### Proviso

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, Department Manager and Human Resources.

### APPROVAL and ENDORSEMENT

<b>Name of Incumbent</b>	<b>Date:</b>	<b>Signature:</b>
<b>Name of Department Manager</b>	<b>Date:</b>	<b>Signature:</b>
<b>Manager Human Resources Name</b>	<b>Date:</b>	<b>Signature:</b>

*Note: These responsibility are exhaustive. From time to time it may be necessary to change position requirement in response to changing nature of our work environment, including technological requirements or statutory changes. Such change maybe initiated as necessary by your Manager or General Manager and will be discussed with you.*