



National University of Vanuatu

Job Description and Specification



Job Title	Office Receptionist
Reporting To	Manager Finance and Administration
Job Purpose	The position is responsible for the frontline reception and tasks towards the NUV university's programs, clients, other staff and sections of the university contributing to efficient and effective delivery of services locally, regionally and internationally.
Position Summary	Responsible for the front office administration and other general administration matters
Key Responsibilities – Detailed Listing	<p>1. Receptionist Duties:</p> <ul style="list-style-type: none">• At all times, professionally and politely answer main telephone line, screen and direct calls to appropriate staff, including message-taking;• Meet and greet visitors as they arrive; advise appropriate staff member;• Answer routine enquiries;• Inform internal/external visitors of time delays and reschedule where appropriate; <p>2. Word Processing/Photocopying</p> <ul style="list-style-type: none">• Assist the Executive Secretary to the VC and all other Section Heads and other staff with:<ul style="list-style-type: none">○ scanning and filing of documents;○ photocopying, sorting and binding of documents; <p>3. Secretarial Support</p> <ul style="list-style-type: none">• Update all internal contact lists, including staff telephone extensions; distribute as necessary;• Receive and distribute deliveries and incoming mail,• Post and deliver outgoing mail daily;• Register all incoming and outgoing mails; <p>4. Administration</p> <ul style="list-style-type: none">• Record, prioritise, reply to, or delegate as appropriate to managers all incoming correspondence• Assist and make travel/accommodation arrangements for the University and visitors to the university , as required• Monitor and maintain front desk office equipment, e.g., printer/copier/scanner, binding machine• Assist with NUV events, including managing RSVP lists, attending events, providing registration support and assisting with events as necessary• Receipt all sales of NUV merchandize in Bookshop and keep daily record of sales for banking.• Arrange bank runs with designated driver, when required.

- In consultation with the Executive Secretary of the Vice-Chancellor, keep and maintain a Visitors' Book for all visitors to the VC's Office and University to sign as they come in or leave the University

5. Other:

Willing to acquire additional skills and improve on own capacity building to better serve the NUV staff, students and the clients.

This list of essential responsibilities and requirements is not intended to be exhaustive. NUV reserves the right to revise this job description as needed to comply with actual job requirements

Critical Competencies

1. *Perform and behave in a professional manner*, with occupational knowledge, accountability and adaptability to changing situations
2. *Strive for excellence*, with communication, inclusiveness and teamwork
3. *Contribute to the NUV*, with innovation, management and quality focus

Qualifications

Diploma in Administration or relevant fields from a recognized institution

Special Skills

- In-depth knowledge of administration and front desk management
- Proficiency in Microsoft Office (Outlook, Word, Excel) and other relevant applications
- Proven skills in customer service standards
- Proven information and communication skills in Bislama, English and French
- People oriented, inclusion oriented and results driven
- Excellent written and oral communication skills
- Excellent skills in the areas of planning and organization with particular attention to details, good time management, ability to manage multiple tasks, define and set priorities and problem solving
- Excellent listening skills
- Being pro-active and demonstrate deep interest for the job and the university
- Demonstrate a passion for serving students, staff and clients

Required Experience

2 years' proven experience in front office management, secretarial and receptionist duty skills and/or office administration

Proven record of efficient and professional work performed serving customers, staff and other stakeholders of different backgrounds

Experience in University or tertiary institution settings is a preference

Language

Fluent in English, French and Bislama

Terms and Conditions of Employment

Three-year local contract

Annual salary range: 2MVT + 25 % benefits depending on qualifications and experience

Equal Opportunity

The NUV is an Affirmative Action/Equal Opportunity employer committed to diversity. All employment decisions in the NUV shall be based on merit and on equal opportunity. The NUV is committed to ensuring fair, equal, and impartial treatment of all employees in all aspects of employment. The NUV is also committed to gender balance in employment and to providing employment opportunities for people with special needs. In carrying out its employment decisions, NUV will not discriminate basis of gender, religion, nationality, race, language or disability.

Contact Person

Potential applicants with specific questions are welcome to contact the hiring committee secretariat at ldcompta@univ.edu.vu

Selection Methods

Candidates should compile the following Application Package:

- 1) a letter of application
- 2) a complete CV that includes background, education qualifications, professional experience
- 4) contact information for three (3) referees.

Please email your application package above in PDF format to ldcompta@univ.edu.vu with the following subject line:

Application [YOUR SURNAME] NUV Office Receptionist

Deadline for submission: 26/07/2024