



## **Job Description – Front Desk Assistant**

### **Job Purpose**

Attend to visitors and deal with inquiries on the phone and face to face. Supply information regarding the organization to the general public, clients and customers.

### **Position Overview:**

The Receptionist is the first point of contact for visitors and callers to the Biosecurity Authority of Fiji (BAF). This role involves providing front-line support to the organization by managing the reception area, answering calls, directing visitors, and assisting with administrative duties. The ideal candidate will have excellent communication skills, a professional demeanor, and the ability to multitask in a fast-paced environment.

**Reporting to:** Assistant Admin Officer

### **Key Responsibilities:**

- Greet and welcome visitors, ensuring they are registered and directed to the appropriate staff member or department.
- Answer and direct incoming phone calls, emails, and messages to the appropriate individuals or departments in a courteous and efficient manner.
- Handle routine inquiries and provide information about the Biosecurity Authority of Fiji's services and policies.
- Maintain a clean, professional, and welcoming reception area.
- Assist with scheduling appointments, meetings, as required.
- Perform clerical duties such as filing, photocopying, and scanning documents.
- Receive and distribute incoming mail and packages, ensuring proper documentation and delivery to relevant personnel.
- Provide administrative support to various departments as needed.
- Assist with maintaining office supplies, ensuring that inventory is up to date and that orders are placed when necessary.
- Perform other tasks as assigned by the Supervisor or other senior staff.

### **Qualifications:**

- A minimum of a high school pass (Form 6 or equivalent).
- Certificate in Office Administration, Business Administration, or related field is an added advantage.
- Previous experience as a receptionist or in an administrative role is a plus.
- Basic knowledge of office equipment (e.g., phones, fax machines, photocopiers).
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Good verbal and written communication skills.
- Strong organizational and time-management skills, with the ability to multitask.

- Ability to maintain a professional and friendly demeanor under pressure.

### **Personal Attributes:**

- Friendly, approachable, and able to interact with a wide variety of people.
- Strong attention to detail and accuracy.
- Punctual, reliable, and able to maintain confidentiality.
- A proactive attitude and willingness to assist others.
- Ability to work independently and as part of a team.

### **Working Conditions:**

- Full-time position.
- Office-based role.

#### **WHERE TO SEND YOUR APPLICATION**

1. Visit our website [www.baf.com.fj](http://www.baf.com.fj) to access the Job Description and click on the link to apply.
2. Applicants are required to submit cover letter, curriculum vitae and at least 3 referees, academic certificates and transcripts while applying through the online recruitment portal.
3. Applications close on Friday 18th July 2025 at 05:00pm.

*Please note that only shortlisted applicants will be contacted. If you have not been contacted by BAF, then your application has not been successful and we thank you for your interest in applying.*

**BAF IS AN EQUAL OPPORTUNITY EMPLOYER**