



Australian High Commission  
Port Moresby

# Candidate Information Pack

## **Receptionist Corporate Services**

**Closing Date: Friday, 24 March 2017**

This information package should assist potential applicants to understand the work of the Australian High Commission, what is involved in the role, the Selection Criteria, how to apply and also help you make an informed decision to apply.

# Position Description

<b>Title</b>	Receptionist
<b>Classification</b>	Locally Engaged 2 (LE2)
<b>Reports to</b>	First Secretary Corporate
<b>Location</b>	Port Moresby

## **About the Australian High Commission in Port Moresby**

The Australian High Commission represents the Australian Government by advancing the interests of Australia and Australians in Papua New Guinea (PNG). Our primary national interest is in a strong bilateral relationship underpinned by a peaceful, secure and prosperous PNG and Pacific Region. The High Commission is also responsible for apprising Canberra about developments in areas such as domestic politics, immigration, economics, trade and investment, culture, defence and development cooperation, with a view to informing Australia's foreign policy. And for promoting a positive image of Australia, enhancing people-to-people links, and delivering consular assistance to Australians in need.

## **About the role**

Under close direction, the Receptionist will manage the Australian High Commission's (AHC) reception area and assist with a number of administrative duties.

## **The key responsibilities for this position are:**

- Perform telephone reception duties , including maintain records of calls and maintain the voicemail system
- Receive, register and distribute incoming mail, including from couriers and hand deliveries, in line with Department of Foreign Affairs and Trade (DFAT) security procedures
- Operate the switchboard system, and receive, screen and direct incoming queries as appropriate
- Ensure that the switchboard is always in operational order and immediately report technical faults to support staff
- Receive and direct all visitors to appropriate sections and ensure that security requirements are observed
- Update the access database internal directory on a regular basis and reset telephone pass codes when required
- Maintain and update contact lists
- Make and coordinate venue bookings for meetings, seminars etc.
- Assist the Security Administrative Assistants as directed.

**Required Skills and Capabilities**

- Demonstrated experience in operating a switchboard system in a large office environment
- Advanced knowledge and skills in the full Microsoft Office Suite
- Proven organisation skills with the ability to work under limited supervision as a member of a team
- Strong customer service skills including the ability to liaise with staff at all levels
- High-level oral and written communication skills
- Accuracy and attention to detail
- Thorough understanding of monitoring visitors' access and issuing passes
- Proven record of performing all administration duties

**Qualifications/ Experience**

- Minimum Certificate in Business administration or equivalent
- Ability to speak Tok Pisin is desirable

## Selection Criteria

The following criteria will be used to assess an applicant's suitability for a position. When considering your application, the Selection Committee will seek evidence of performance against each of the criteria. **All applicants must address the selection criteria to be considered for this position.**

1. Supports and Contributes to strategic direction
2. Achieves results
3. Values Teamwork and Builds Partnerships
4. Demonstrates personal drive and integrity
5. Works and communicates with influence
6. Specific Specialist/professional knowledge, skills and experience

## How to Apply

Applications must be submitted to The Human Resources Manager, [pngahc.recruitment@dfat.gov.au](mailto:pngahc.recruitment@dfat.gov.au) by 4.30pm, **Friday 24 March 2017**. Late applications will not be accepted.

Your application must include:

1. A **Resume** (*3 Page maximum*) which outlines:
  - Employment history;
  - Education, qualifications and relevant training; and
  - The names and contact details of two **professional** referees.
2. **Your statement of claims** against the selection criteria (*3 Page maximum*)

Please include your name and the job title in the subject line of your email for easy reference. Example: **Jane Smith – Receptionist, Corporate Section**

**Note:** Given the number of applications, only those considered suitable for interview will be contacted.

The Australian High Commission promotes a workplace free from discrimination and harassment and is a smoke and buai free environment. All recruitment are based solely on merit.