



LEGAL AID COMMISSION
"An Equal Opportunity Employer"

POSITION DESCRIPTION

Employee:		Employee ID:	
Salary Scale:	[\$16,940.00 - \$22,192.33]	Designation:	Receptionist
Level:	REC 01	Duty Station:	BA
Reports to:	Officer in Charge (OIC)	Report:	N/A

The Fiji Legal Aid Commission is a statutory body established by the Legal Aid Act of 1996 to provide assistance to impoverished persons. In pursuit of "providing greater access to justice for all Fijians" and to further strengthen its Corporate Unit, the Legal Aid Commission now invites applications from suitably qualified candidates for the vacancies referred to below.

Position Purpose

The primary purpose of this position is to provide efficient and effective customer service and provide assistance to Client Information Officers.

Key Responsibilities

The appointee shall be responsible for:

- providing efficient and effective counter service including attending to clients, members of public and other stakeholders;
- ensure the highest level of professionalism and courtesy in the course of duties;
- ensure adherence to clients case & file management policies;
- carry out paralegal duties when required;
- providing administrative clerical and secretarial support services;

Person Specification

A pass in Fiji School Leaving Certificate or Fiji Seventh Form Examination or relevant work experience. Certificate in Front Line/Desk Management would be an added advantage.

Knowledge, Experience, Skills and Abilities

- good knowledge & experience of front office/customer service work;
- working knowledge of computers and relevant software application;

- knowledge of customer service principles and practices;
- experience in switchboard operation;
- experience with office management software like MS Office (MS Excel and MS Word, specifically).
- strong customer service skills & abilities;
- excellent time management skills and the ability to prioritize work;
- ability to handle difficult or emotional customers;
- ability to respond promptly to customer needs;
- ability to work under minimum supervision;
- Ability to handle a busy work environment.