



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:	Suva
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 the Client Information Officer.

Key Responsibilities

- Efficient management of counter duties
- Exceptional professional customer experience provided to clients, members of public and other stakeholders as the first point of contact for the Commission
- Quality professional phone etiquette maintained at all times
- Ensure correct and reliable information via face-to-face, over the phone and electronically
- Manage all relevant incoming correspondence effectively in line with established procedures
- Effective Paralegal duties carried out as and when required
- Provide efficient clerical and administrative support service to Client Information Officer when required
- Adherence to client and file management policies
- Encourage teamwork and cooperation with Commission departments
- Promote and demonstrate the Commission's image and value standard

Person Specification

A Certificate in Front Line/Desk Management with at least 2 years of continuous experience is essential.

A Diploma in Administration would be an added advantage.

Knowledge, Experience, Skills and Abilities

- Strong 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 Suite.
- Excellent time management skills and the ability to prioritize work;
- Ability to handle difficult or emotional customers;
- Excellent command of English
- Maintain confidentiality with respect to client and Commission's information

Eligibility

All applicants for employment in the Legal Aid Commission will be required to provide a medical and police clearance as a pre-requisite condition for employment.

Change to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment hence this job description may be reviewed to accommodate the change.

Receptionist

Date

Officer in Charge

Date