



## Vanuatu Chamber of Commerce and Industry

**Job TITLE:** Reception / Administration Officer

Contract	
Type	2-year contract
Location	
Town/Country	Port Vila, Efate, Shefa province, with travel to outer islands
Contract Length	
Start Date	
End Date	
Specifics of Recruitment	
<p><b>Background and justification:</b></p> <p>The Reception and Administration Officer is the 'face' of VCCI. You are the first person many people see, speak to or email when enquiring about us and as such, you provide a welcoming and friendly reception supported by a good understanding of all activities the VCCI provides. You will be part of an integral team and provide high quality support to all staff members. You will be the key contact for the Chamber and will use your experience and confidence to maintain an exceptional service.</p> <p>The VCCI hosts a variety of workshops and activities and you will work closely with all staff involved to ensure activities run smoothly.</p> <p>With your administrative experience, you will also have the opportunity to support the General Manager by providing valuable assistance to their ongoing projects and the wider activities and programmes of VCCI as a personal assistant.</p> <p>Above all you will be knowledgeable, proactive and able to turn your hand to anything.</p>	
<p><b>Description of the Responsibilities:</b></p> <ol style="list-style-type: none"><li>1. First point of contact for all visitors, general callers and managing the enquires mailbox</li><li>2. Handle incoming / outgoing post / keep a correspondence register</li><li>3. Ensure all equipment is in working order (for example look after printer servicing etc)</li><li>4. Manage Bookings for VCCI Conference rooms – maintain booking sheet</li><li>5. Organise caterers, contractors and external venue bookings as required</li><li>6. Manage and ensure the security of all keys</li><li>7. Undertake project work as assistant to the General Manager when required</li><li>8. Oversee office cleaning and gardener duties as necessary</li><li>9. Deliver and collect letters and cheques, do banking, make payments as required</li><li>10. Maintain the Asset Register with the assistance of the Finance Officer, including managing a Log Book of equipment issued to staff members etc.</li></ol>	



11. Open office and ensure office is secure at the end of the day and all equipment is turned off etc.
12. Organise staff travel and accommodation
13. Take minutes of meetings and distribute as needed

**Qualifications/Experience/Expertise**

- Friendly, welcoming and approachable
- Excellent communication skills and confident telephone manner
- Able to deal confidently with the broad range of visitors to the Chamber including dignitaries, business members and Government representatives
- Previous experience in a similar customer-facing role / Reception role
- Experience of working autonomously
- Able to work unsupervised and with initiative
- Self-reliant and confident in handling situations
- Good administration experience
- Solid IT skills including broad practical experience of Microsoft Word and Microsoft Outlook
- Highly organised with close attention to detail
- Flexible attitude towards duties and working patterns in order to fulfil the requirements of the role
- Willing to work collaboratively across many departments and develop and maintain positive and supportive working relationships
- Smart appearance with a professional manner, attitude and approach
- Empathy with and a commitment to the aims and mission of the Chamber.