Switchboard Operator  
Post Ref No: OREG 01/20

Responsibilities:
- Answer all incoming calls, provide pertinent information to the caller and transfer the call to the appropriate source if requested.
- Relay voicemails and other messages to the proper location within the school or university.
- Collects and verifies University directory information, to include telephone numbers, addresses and maintains regular update of the Directory.
- Receive all company mail, maintain proper records of the facilitate delivery to relevant University personnel.
- Record voicemail messages for the University phone system, including messages stating when the office will be closed for holidays.
- Maintain proper records of all incoming and outgoing calls.
- Perform various word processing responsibilities, which can include proof reading documents for the department.
- Performs miscellaneous job-related duties as assigned by the University Registrar.

Requirements:
- The appointee must have a minimum qualification of a Diploma in Front Office Management, Office Administration or relevant field with at least two years of work experience.
- The appointee must be able to work with a diverse team, have an excellent command of oral and written English, have good communication and interpersonal skills, good IT skills in the use of MS-Office applications, internet and mailings system, good organisational skills, and the ability to establish and maintain good working relations with students, staff, customers and other visitors of the University.

Skills & Experience:
- Ability to operate a telephone switchboard system with adequate telephone and customer service skills.
- Ability to speak clearly and concisely, strong listening and interpersonal skills.
- Ability to use computer systems and possess organisational skills.
- Ability to work without supervision.

Salary Band: $11,880–$15,180

The position will be based at Saweni Campus.

If you are keen to develop your career in a university with a well-regarded reputation, then this could be for you. We are an equal employment opportunities provider and welcome applications from all suitably qualified applicants.

How to Apply:

Applicant must provide:
(a) a cover letter explaining their interest in the position  
(b) a copy of their full Curriculum Vitae with names and addresses of three (3) Professional Referees, one of whom must be the current or immediate past supervisor of the applicant,  
(c) and certified copies of their academic qualifications and transcripts. Applicants must request their three nominated Professional Referees, to forward signed copies of their reference (citing the reference number of the position) to be posted to the HR Department on email jobs@unifiji.ac.fj by the closing date. Open references will not be accepted.

Completed applications, quoting the Post Reference Number and marked “Confidential” must be posted to:

The HR Department, The University of Fiji, Private Mail Bag, Lautoka, Fiji OR e-mailed to jobs@unifiji.ac.fj, with The Post Reference Number and the Position Title as the subject.

Closing date for all applications: 28th March, 2020.