



Job Description
Administrative Assistant (Receptionist)

The National Communications Authority of Timor-Leste, formally Autoridade Nacional de Comunicações (ANC), is a statutory authority established by the Telecommunications Decree-law No. 15/2012 of 28 March 2012.

The ANC is seeking to employ an Administrative Assistant (receptionist) to work at the front office. The administrative assistant will work under the direction and supervision of Corporate Service Director.

A. Key Responsibilities

Provide coverage for the reception area and switchboard

- Sort and distribute incoming correspondence, including faxes and email;
- Maintain office filing and storage systems to file and retrieve corporate documents, records, and reports;
- Answer phones and transfer to the appropriate staff member;
- Greet public and clients, managing visitor logs and visitor badges and direct visitors to the correct staff member;
- Update and maintain databases such as staff contact lists, mailing lists, client contact information;
- Retrieve information when requested;
- Type documents, reports and correspondence;
- Co-ordinate and organize appointments and meetings;
- Maintain an efficient and well organized electronic and paper data collection and filing systems, including confidential files;
- Other duties may be assigned.

B. Other Responsibilities

- Promote the ANC's Code of Conduct and fulfill its requirements at all times;
- Provide a consistently high level of service to the ANC and its stakeholders in a prompt and pleasant manner;
- Apply the ANC's document control system to all documents;
- Maintain the highest ethical standards and confidentiality in dealing with ANC staff and stakeholders;
- Develop own skills and knowledge in order to better deliver administrative functions and duties and participate in the ANC business improvement and corporate development programs;
- Ensure effective use of relevant application software systems.

C. Reporting

Reports to:	Corporate Service Director of ANC (National Communications Authority)
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D. Selection Criteria and Desirable Qualities

- Tertiary education;
- At least 1 year experience in the area of Customer Service and/or Administration (Receptionist);
- Ability to operate Microsoft Office;
- Ability to work individually and as a team member;
- Understanding of ANC's work and responsibilities;
- Ability to work in a multi-cultural environment;
- Good verbal and written skills: Tetum, English and Portuguese (desirable);
- Be a citizen of Timor-Leste.