

TIMOR GAP, E.P.	ASSISTANTS
	JOB DESCRIPTION
Position	: Receptionist
Job Category	: P1 (Professional 1)
Location and Department	: Dili
Reporting Relationships	: Refer to Organization Chart of TIMOR GAP
Position line reports to	: Director of Corporate Service and Admin Manager
Position line reporting to it	: Refer to Organization Chart of TIMOR GAP

1. ROLE SUMMARY

Responsible for handling front office reception and administrative duties, including greeting guests and offering a beverage, answering phones, handling company inquiries, and sorting and distributing mail. Deliver excellent customer service at all times and deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.

2. KEY OBJECTIVES

- 2.1. Provide secretarial, clerical and administrative support in order to ensure TIMOR GAP operations are achieved in an effective and efficient manner;
- 2.2. Serve visitor by greeting, welcoming, and directing them appropriately, notify company personnel of visitor arrival, maintain security and telecommunications system;
- 2.3. Provide information regarding the Company to the general public, client and customers;

- 2.4. Deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all the guests, with the key aim to attracting and retaining customers.

3. PRINCIPAL RESPONSIBILITIES

- 3.1. Deliver excellent customer service, at all times;
- 3.2. Deal with enquiries in a professional and courteous manner, in person, on the telephone or via e-mail;
- 3.3. Welcome visitors by greeting them, in person or on the telephone, answering or referring inquiries;
- 3.4. Direct visitors by maintaining employee and department directories, giving instructions;
- 3.5. Inform the office security regarding the expected visitors / guests. Maintain and supervise Security Guards by following procedures, monitoring visitor's logbook and issuing visitor badges;
- 3.6. Prepare appointments for office guest and update appointment calendar on Lotus Notes system. Schedule meetings and conference rooms;
- 3.7. Attend all incoming telephone calls and transfer to the appropriate office personnel;
- 3.8. Maintain safe and clean reception area by complying with procedures, rules and regulations. Ensure the reception area and front office is tidy at all times;
- 3.9. Receive and register incoming and outgoing and newspaper/magazines delivery;
- 3.10. Distribute incoming and outgoing mails, newspapers and magazines to the appropriate personnel or department or unit as deemed appropriate;
- 3.11. Collect mails and packages from the designated Po Box once a week or every Friday;
- 3.12. Establish and maintain an up-to-date news clippings that are relevant to TIMOR GAP or Oil and Gas industry;
- 3.13. Back-up for Admin Assistant, if required;
- 3.14. Maintain general filing system and file all correspondence. Develop and

maintain a current and accurate filing system, electronically and hard copies.

- 3.15. Supervise the presence and absence of security, Drivers and Cleaners.
Responsible for Driver's log book and overtime log book;
- 3.16. Responsible for all the room booking for meetings;
- 3.17. Regularly (9:00 am and 3:00 pm) Checking and certify that all cleaning has been performed by the cleaner;
- 3.18. Conduct regular security checks throughout the day and report any security issues to the Director;
- 3.19. Carry out any other duties related as required by the Director of Corporate Service or senior management.

4. QUALIFICATIONS, SKILLS, EXPERIENCE AND PERSONAL ATTRIBUTES

4.1. Essential

- 4.1.1. At least two years of experience working in the relevant area;
- 4.1.2. Year 12 schooling, referable with formal training at a recognised college;
- 4.1.3. A high degree of self-motivation, Ability to prioritise work, use initiative and set targets;
- 4.1.4. Possess to some extent the degree of computer literacy;
- 4.1.5. Ability to demonstrate a high level of confidentiality and business ethics;
- 4.1.6. Ability to communicate fluently in English and Tetum (written and verbal);
- 4.1.7. Possess a high degree of hospitality;
- 4.1.8. Well presentable and approachable;
- 4.1.9. Must Possess best ethical manner with fully smile in welcoming quests, answering phones, etc.

4.2. Desirable

- 4.2.1. Knowledge of Portuguese and Indonesian language a plus;
- 4.2.2. Extensive knowledge of using Microsoft Excel, Power Point and Internet;