



Vacancy

Title	Switchboard Operator & Mail– University Secretariat
Faculty/School	Secretariat
Category	Administration
Reports to	Secretary to Council
Location/Campus	Honiara
Summary of Duties	The successful applicant will perform the primary duties of the switchboard operator by answering telephone calls, consist of multiple lines and extensions, answer calls using professional telephone etiquette, transfer or direct calls to the party callers request or determine where the caller should be directed, based on information about the purpose of the call.
Detailed Roles & Responsibilities	
Key Task	<p>Administration</p> <ul style="list-style-type: none"> • Ability to assist in additional responsibilities to perform clerical or administrative tasks. <p>Communication and teamwork</p> <ul style="list-style-type: none"> • Good communication skills to communicate well and efficiently with colleagues • Good team player • Satisfactory written and verbal communications <p>Business planning, reporting and management</p> <ul style="list-style-type: none"> • Provides reports on activities/issues in the management of the switchboard to the Secretariat as and when required • Good time keeping <p>Quality Assurance and customer satisfaction</p> <ul style="list-style-type: none"> • Ensures all incoming and outgoing calls, or transfers of calls are timely attended to

	<ul style="list-style-type: none"> • Ensures the switchboard and extension telephones are functional at all times • Timely reporting of faculty telephones
Dimensions	<p>Problem solving and impact</p> <ul style="list-style-type: none"> • To resolve problems that affect records and filing within the secretariat. • To contribute to decisions, that has an impact on other related administration in the secretariat. • To provide advice on record keeping issues and ensure procedure are followed. • To provide reports on records as and when required by the secretariat. <p>Resource management</p> <ul style="list-style-type: none"> • To contribute to ensuring good resource management and usage of resources within the secretariat. • To manage resources that are within responsibility. <p>Working Environment</p> <ul style="list-style-type: none"> • To balance the competing administrative demands and deadlines. • To skillfully work cross the secretariat and the Office of the Vice-Chancellor.
Key Performance Indicators	<ul style="list-style-type: none"> • Customer service feedback • Monthly production of telephone calls (incoming & outgoing) records
General Responsibilities	<ul style="list-style-type: none"> • To adhere to the University's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible. • To be responsible for own health and safety and that of colleagues • To undertake other such other duties as may be reasonably expected. • To ensure a healthy and comfortable working environment • Perform various word processing responsibilities, which can include proofreading documents before they are sent out or updating the company's phone directory • Receive all university mail and deliver it to the right person • Record voicemail message for the company phone system, including messages stating when the office will be closed for holidays

	<ul style="list-style-type: none"> • Perform routine maintenance on switchboard system and to report faults to the appropriate office to fix the system when necessary
General Responsibilities	<ul style="list-style-type: none"> • To adhere to the University's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible. • To be responsible for your own health and safety and that of your colleagues • To undertake other such other duties as may be reasonably expected. • To provide a healthy and comfortable working environment
Minimum Qualification	<ul style="list-style-type: none"> • To be considered for this position, applicants must have a Diploma or otherwise • a Certificate in Secretarial studies; • High school certificate • Excellent speaking voice • Superb customer service skills • Knowledge of switchboards and phone systems
Essential to the position:	<ul style="list-style-type: none"> • Relevant work experience with more than 1 year • Excellent Customer Service Skills • Familiarity with clerical procedures • Knowledge of basic office equipment, such as inkjet printers and fax machines • Sound knowledge of Microsoft applications
Term	<p>The position is for three (3) years under an employment contract. The contract is renewable subject to good performance.</p>