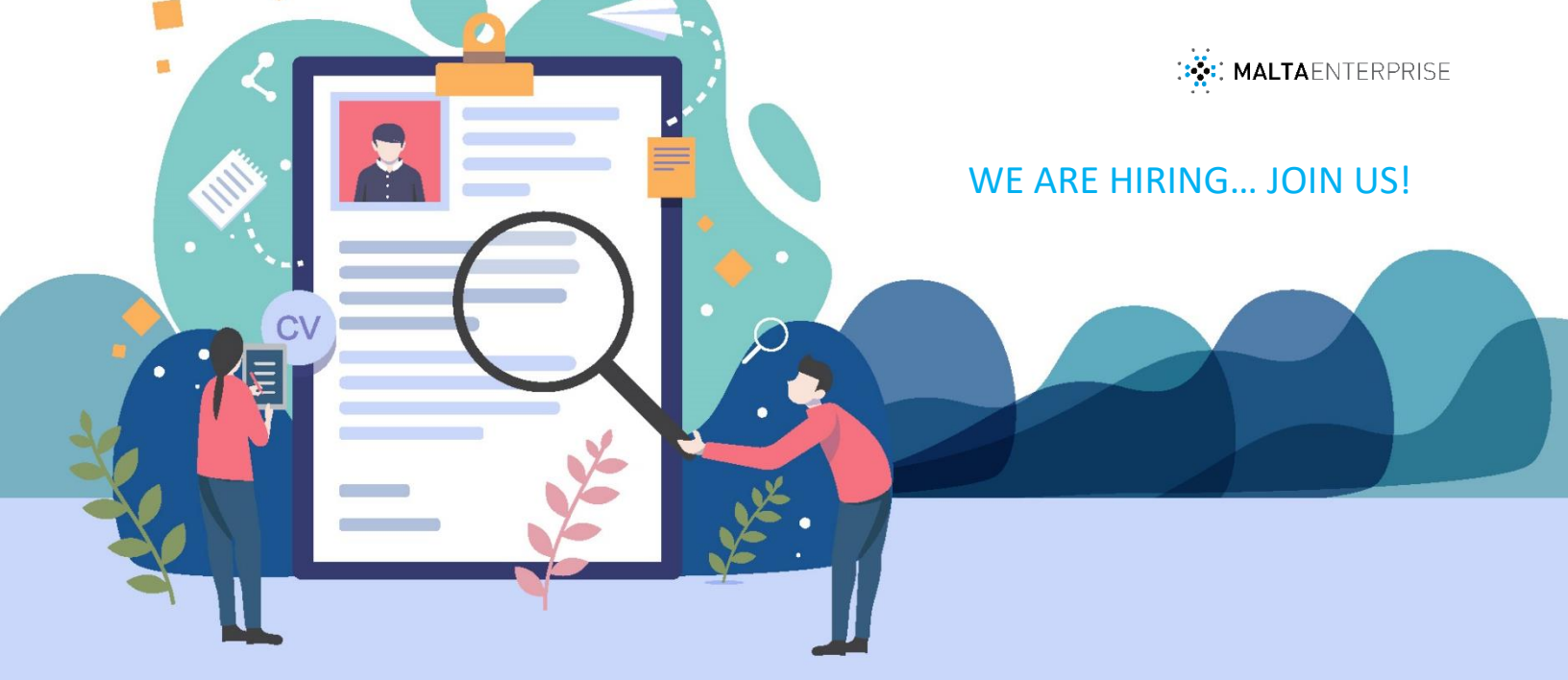


WE ARE HIRING... JOIN US!



Position Title	Front Desk Receptionist
Location	Malta Enterprise Corporation, Pieta
Team	Administration
Reporting Relationship	The postholder will report directly to the Head of Precincts or his delegated authority

Malta Enterprise is looking for a Front Desk Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks. As our Front Desk Receptionist, you will be our first point of contact for the Corporation. Given the nature of this role, the hours of work shall be fixed (i.e. this position is not eligible for flexi-time). Main duties will include:

- Handling and replying to general queries and requests from local and foreign clients regarding ME’s operations and schemes, providing relevant advice and guidance as appropriate.
- Contacting suppliers, preparing necessary documentation, inputting and processing of invoices.
- Consulting and liaising with ME staff to ensure that day-to-day front office operations run smoothly and efficiently.
- Liaising pro-actively with the various departments/sections to obtain the necessary information needed, to ensure that clients are provided with correct and up-to-date information.
- Assisting ME and tenants with the smooth running of internal events.
- Network with all levels of the Corporation with a view to learn about the workings of each department, and thus be better equipped to provide a good service to clients and visitors.
- Greeting visitors, including foreign business delegates and ensuring that they are provided with the necessary assistance and direction, as well as ensuring necessary adherence to ME’s security procedures.
- Issuing visitor passes and register accordingly, as appropriate and required.
- Keeping note of meeting room schedules and calendars, as necessary.
- Answering telephone calls in a courteous and friendly manner.
- Routing incoming calls to the appropriate office/staff member.
- Routing requests for coffee or tea to guests.



- Maintaining the waiting area, lobby or other public areas.
- Collecting, registering and routing mail and hand-delivered packages.
- Carrying out other clerical duties, including but not limited to handling emails, billing, data entry, word processing, drafting basic correspondence, reports, presentations and other documents.
- Filling in for those on rotation at reception, during any absences, while performing back office duties at Head Office (Gwardamangia).

### Competencies

#### Minimum Required

- Organisation and planning.
- Ability to follow instructions.
- Computer Literacy, including Office automation/software (word, spreadsheet, presentation)
- Attention to detail

### Values

#### Integrity

Be truthful, honest and accountable. Carry out tasks in a professional, ethical, transparent and responsible manner

- The greater good over the personal good
- Confidentiality is key at all times
- Ensure the positive reputation of our entities is maintained throughout

#### Creativity

Develop an open and creative mindset that lead to innovate working practices.

- Find ways to improve our incentives, systems, processes and communication with stakeholders
- Reduce unnecessary bureaucracy
- Automate internal procedures

#### Customer-Centricity

Adopting a client centric mindset whilst being committed to our Client's success. Put clients at the centre of our operation.

- Effective communication is critical to achieve an outstanding quality service in line with industry benchmarks
- Be professional to manage clients' expectations and respond to clients' requests
- All our stakeholders are our clients including but not limited to our colleagues, the government, social and business partners and society

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#### Disclaimer:

This position description describes the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties and responsibilities. These are subject to change as needed by management/work exigencies. Management may, from time to time, assign other duties/functions, provided that these are commensurate with one's qualifications, skills and aptitude.



### Minimum Requirements

**Candidates satisfying the below criteria may be considered for Pay Scale A3:**

- Verbal and written proficiency (Level C) in English and Maltese; and
- MQF L5 (Higher Diploma) in a business, clerical studies or language subjects + 1-year relevant work experience in a front desk, customer care and/or finance environment entailing the processing of invoices/claims; or
- 4 years' relevant work experience in a front desk, customer care and/or finance environment entailing the processing of invoices/claims.

**Candidates satisfying the below criteria may be considered for Pay Scale A4**

- Verbal and written proficiency (Level C) in English and Maltese; and
- MQF L4 (Diploma/Certificate) in a business, clerical studies or language subjects, or
- 3 years' relevant work experience in a front desk, customer care and/or finance environment entailing the processing of invoices/claims.

**Mandatory Requirements of post:**

- Very good telephone and communication skills, coupled with good command of English and Maltese, both written and spoken.

**For the purpose of this post, preference will be given to candidates possessing:**

- Formal education/qualification in front office/reception field; or
- Proven experience in a hotel or office reception; or
- Certification in Office Management; or
- Fluency in one or more foreign languages (in addition to English).

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