



Position Title	Front Desk Administrator
Main Location	Malta Enterprise, Pietà
Team	Administration
Reporting Relationship	The post holder will mainly report directly to the Team Leader
Salary Scale	A3

Overall purpose of position is the provision of customer care services, as well as possibility of back office clerical/administrative duties, as needed, at Malta Enterprise. Given the nature of this role, the hours of work shall be fixed (i.e. this position is not eligible for flexi-time). Duties 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.
- 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.
- Assisting the administrative team from the front desk with clerical duties as may be required.
- Filling in for those on rotation at reception, during any absences, while performing back office duties at Head Office (Gwardamangia).

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

Behavioural Dimensions

The role requires the post holder to:

- be single-minded in pursuit of demanding objectives or deadlines.
- work under pressure to achieve demanding targets and to be good at turning ideas into practical action as well as being ambitious, independent and single-minded in the pursuit of results. Success depends on taking a self-sufficient, structures and practical approach to work, as well as being able to juggle multiple tasks and deliver high performance in a fast- paced environment.

Work Aptitudes

- Orderly and efficient
- Social and empathic
- Outgoing and expressive

Minimum Requirements

- Verbal and written proficiency (Level C) in English and Maltese; and
- MQF L5 Diploma and one (1) year relevant working experience in a customer care/front desk role; or
- Four (4) years' relevant working experience in a customer care/front desk role.

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.