### DETAILS OF THE POSITION

Applications are invited from interested and suitably qualified nationals of Member States and Associate Member States to fill the following position at the Association of the Caribbean States.

**Job Title: Receptionist**

**Level:** Local Staff

**Direct Supervisor:**  Human Resource / Office Supervisor

Indirect Supervisor: Human Resource Manager

**Type of appointment:** Permanent Full time

**FUNCTIONS OF THE POSITION:**

Under the general guidance of the Human Resource/ Office Supervisor, the incumbent is responsible for providing telephone communication and general reception services in a prompt and courteous manner ensuring high quality, consistent customer service delivery as well as ensuring that the reception area is always maintained in an organised, professional standard.

**DUTIES AND RESPONSIBILITIES:**

* Operate and manage the telephone switchboard in accordance with appropriate protocol by answering and directing all incoming telephone calls to the appropriate staff including placing local calls where necessary;
* Receive or greet persons visiting the Secretariat in an appropriate, friendly, helpful and courteous manner and ensure that all visitors are logged in the daily log Visitors book;
* Update staff information as required;
* Translate short documents (approximately 2-3 pages);
* Receive, record, scan, sort and route incoming and outgoing correspondence, documents and goods;
* File and archive all correspondences both hard and soft copies in the approved filing plan;
* Attend to queries and ascertain the business of callers and guides them accordingly;
* Report any malfunctioning of the telephone system to the Human Resource/ Office Supervisor and Administrator;
* Contact vendors for the collection of packages, documents and cheques as required;
* Receive and transmit telephone and other messages to the relevant member of staff;
* Assist in the preparation of memos, letters, reports or other correspondences as required;
* Provide administrative support to the Human Resource Unit;
* Participate in events, seminars, workshops and conferences when requested.

**QUALIFICATIONS AND EXPERIENCE:**

* Three (3) GCE/CXC O’ Level passes;
* Minimum of two (2) years’ in providing general office support with exposure to reception and broad administration duties;
* Working in an international or regional organisation will be considered an asset.

**KNOWLEDGE AND COMPETENCIES:**

* English, French and Spanish are the official languages of the ACS. The candidate must possess excellent oral and written communication skills in at least two (2) of the official languages of the ACS;
* Excellent knowledge of MS Office Suite;
* Strong interpersonal skills;
* Good telephone etiquette;
* Planning and organising;
* Knowledge of operations of switchboard systems;
* Ability to multi-task and work in a multi-cultural environment;
* Professionalism;
* Courtesy;
* Tact;
* Customer service oriented.

**REMUNERATION PACKAGE:**

* A Monthly Salary of US $887.10 (tax exempted);
* Group Health Insurance Medical Plan; and
* Participation in ACS Local Staff Fund.

**ASSESSMENT**:

Evaluation of qualified candidates for this position will include a Competency- based Interview, and a Language Proficiency Assessment.

**APPLICATION PROCEDURES:**

Candidates must present the following documents for consideration:

1. Full Curriculum vitae;
2. Language Proficiency certificates (not native tongue);
3. Names of three referees and contact information.

Applicants must complete the **Applicant Job Profile Summary Form** included with the website vacancy. Failure to complete the Applicant Job Profile Summary Form will result in automatic rejection of the application. This form must be completed using either [Adobe Acrobat](https://acrobat.adobe.com/us/en/acrobat.html?promoid=KSBOO) or [Adobe Acrobat Reader DC](https://get.adobe.com/uk/reader/). Do not attempt to complete this document using any web browser.

Applications must be addressed to:

Dr. June Soomer

Secretary General

Association of Caribbean States

5-7 Sweet Briar Road, St. Clair

PO Box 660, PORT OF SPAIN

Tel: 868-622-9575

Fax: 868-622-1653

And sent by email to: [hrcontact@acs-aec.org](mailto:hrcontact@acs-aec.org)

The details stated above outline the nature and level of the tasks normally assigned to this position. It does not constitute an exhaustive list of these tasks. Additional related duties may be assigned as necessary for the effective functioning of the Association.

**Only** **electronic applications will be acknowledged. All your submissions via email must not exceed 5MB in size.**

Due to the high volume of applications received, only short-listed candidates will be contacted for an interview. These candidates will also receive notice of the final outcome of the selection process.