



Office Circular No 21/2017

Vacancy: Receptionist and Administrative Officer

The Australian Consulate-General, Mumbai, is seeking applications from suitably qualified candidates for the position of Receptionist and Administrative Officer at the Australian Consulate-General, Mumbai.

Applicants are advised to read the Position Description prior to addressing the selection criteria. **Applicants must address each of the selection criteria.** Applications that do not specifically address the selection criteria may **not** be considered. A competent level of English and Hindi is mandatory and an ability to speak Marathi, Konkani and/or Gujarati would be desirable. Further information on selection criteria is available on our website <http://www.india.highcommission.gov.au>.

Subject to the successful completion of **six** months probationary period, satisfactory medical check and background verification, the successful applicant will be offered a two-year contract of employment, inclusive of the probation period. The contract may be extended subject to agreement between the employer and employee.

The commencing salary will be determined based on the qualifications and experience of the selected candidate. The package will include annual leave, limited medical reimbursements, Diwali bonus, provident fund provisions and gratuity provisions when service length is sufficient. The salary offered will be in the range from **INR 36, 908 to 48, 700** per month.

The Australian Consulate-General is an equal opportunity employer and is committed to workplace diversity. This is a core element of the Consulate-General's (ACG) personnel policies and programs. Clear objectives, mutual respect, good communication and team work are the characteristics of workplace diversity in action.

HOW TO APPLY

Applicants must submit to the HR Manager by **Sunday, 6 August 2017** the following documents in Microsoft Word format with subject header '**Receptionist and Administrative Officer**' to AHCJOBS.NDLI@dfat.gov.au

1. A font size 12 typed statement addressing each of the selection criteria (no longer than 3 pages).
2. A curriculum vitae detailing your contact details, work experience, academic qualifications and the names and contact details of two professional referees.

Applications not meeting these criteria will not be considered. No late applications will be accepted and only short listed candidates will be contacted and notified of the outcome.

Receptionist and Administrative Officer, Mumbai – 11162

Agency	Department of Foreign Affairs and Trade
Position number	11162
Title	Receptionist and Administrative Officer
Classification	LE2
Section	Consular and Administration
Reports to (title)	Senior Administrative Officer (SAO)

About the Australian Government's Department of Foreign Affairs and Trade (DFAT)

The role of the Department of Foreign Affairs and Trade (DFAT) is to advance the interests of Australia and Australians internationally. This involves strengthening Australia's security, enhancing Australia's prosperity, delivering an effective and high quality overseas aid program and helping Australian travellers and Australians overseas.

The department provides foreign, trade and development policy advice to the Australian Government. DFAT also works with other Australian government agencies to drive coordination of Australia's pursuit of global, regional and bilateral interests.

About the position

Undertake the role of Receptionist and Administrative Officer, including the management of the reception and public areas. The occupant will manage all visitors to the Consulate-General and provide general information and assistance to visitors and clients. The occupant will also assist with the management of travel and general administrative functions, including backup Cashier.

Responsibilities of the position include, but are not limited to:

- Receiving all visitors to the Consulate-General and provide general information and assistance and/or direct visitors, as appropriate.
- Operate and maintain the telephone switchboard.
- Maintain the Consulate's contacts database and telephone lists.
- Assist consular and passport clients and provide assistance with notarial services.
- Ensure the reception area, public area, notice boards and audio-visual equipment are clean, functional and well maintained at all times.
- Provide training for relief switchboard operators.
- Manage the stationary supplies and ordering of stationary items.
- Book official travel, accommodation, local transport and prepare travel allowance calculations and acquittals.
- Perform the role of backup Cashier.
- Perform other duties as directed.

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Qualifications/Experience

- Relevant tertiary studies and/or relevant experience highly desirable.
- Ability to work independently and also as part of a team with limited supervision and flexibility in accepting and/or sharing tasks.
- Foresight, judgment, problem solving and skills in prioritising work including the ability to work in a small multi-disciplined office.
- Well-developed interpersonal skills.
- Effective written communication skills. An excellent command of English is required. Command of Marathi, Hindi or Gujarati is useful.
- Well versed with the Microsoft suite of products, particularly Excel and data management skills.

SELECTION CRITERIA

- Experience as a receptionist and general administrative role or similar including demonstrated client service skills and the ability to deal with a wide range of clients from diverse backgrounds.
- Highly developed organisational skills, and the ability to demonstrate initiative, respond to challenges and set priorities to meet deadlines. Demonstrated ability to learn new tasks quickly.
- Excellent oral and written communication skills, highly developed liaison and interpersonal skills including ability to work individually or as part of a team.
- High level of computer literacy particularly in the use of Microsoft Word, and Excel and an ability to develop new skills in the use of other computer systems.