

	EMPLOYMENT - RECEPTIONIST	PD CODE: ANPM/PD/CS/ADM/014
		APPROVED : D. Da Silva
	POSITION DESCRIPTION	CHECKED: D. MARTINS & E. DA COSTA
		ORIGINATOR: P. SIMOES
		ISSUE DATE : OCTOBER 2017
		REVISION NO: 0

Position Title	: Receptionist – Front Desk (Ground Floor MoF)
Location and Department	: Dili, Administration & Procurement
Reporting Relationships	: Refer to Organisation Chart No: ANPM
Position line reports to	: Administration Officer

1. ROLE SUMMARY

- 1.1 Autoridade Nacional do Petróleo e Minerais (ANPM) is a Timor- Leste's body responsible of managing and regulating petroleum activities in the Timor-Leste's exclusive jurisdiction areas and in the JPDA in accordance with the Decree Law on the establishment of the ANPM, the Timor-Leste Petroleum Activities Law, and the Timor Sea Treaty. The ANPM is to establish and supervise compliance with the enacted rules and regulations covering the exploration, development, production, transportation and distribution of petroleum, natural gas and mineral resources. The ANPM also tasked to regulate mineral operations activities in the territory of Timor-Leste in accordance with the applicable legal frameworks.

2. KEY OBJECTIVES

- 2.1 Provide office support in order to ensure efficiency and effectiveness within the ANPM office;
- 2.2 Receive and answer external and internal phone calls as part of the ANPM daily business operational;
- 2.3 Assist the Administration Department to perform necessary duties in order to achieve the goals of the Corporate Services - Admin Department and organisation as a whole.

3. PRINCIPAL ACCOUNTABILITIES

- 3.1 Greet, register and direct the ANPM visitor to Receptionist in the 7th Floor;
- 3.2 Register the incoming mail and deliver to the Receptionist in the 7th Floor;
- 3.3 Take and relay messages in appropriate manner;
- 3.4 Monitor visitors access and maintain security awareness in the MoF ground floor;
- 3.5 Maintain the reception area is tidy, clean and presentable, with all necessary stationery and material (e.g: pens, forms and brochure);
- 3.6 Keep update and liaise with the Receptionist in the 7th Floor any issue related with Receptionist tasks;
- 3.7 Develop, review and implement any procedure related to Receptionist roles;
- 3.8 Provide monthly report and submit to Admin Officer;
- 3.9 Perform any other duties related as directed by Supervisor or Management.

4. QUALIFICATIONS, SKILLS, EXPERIENCE AND PERSONAL ATTRIBUTES

4.1 Essential

- 4.1.1 High School graduated, Diploma or Bachelor degree;
- 4.1.2 Two years working experience in a Reception/Admin role;
- 4.1.3 Good performance and neat;
- 4.1.4 Timor-Leste Nationality;
- 4.1.5 Ability to deal with customers and public in a pleasant, and courteous manner;
- 4.1.6 Ability to communicate fluently in English (writing, listening reading and speaking);
- 4.1.7 Demonstrate commitment to team work;
- 4.1.8 Proficient in the use of the Microsoft office, Excel and Lotus Note;

4.2 Desirable

- 4.2.1 Holds current certificates in Customer Services;
- 4.2.2 Experience in the Oil and Gas Industry;
- 4.2.3 Ability to communicate in Portuguese.