



# National University of Vanuatu

## Job Description and Specification



<b>Job Title</b>	<b>Front Desk Officer / Switchboard Operator</b>
<b>Reporting To</b>	Manager Finance and Administration
<b>Job Purpose</b>	The Front Desk Officer / Switchboard Operator is responsible for managing the University's front office operations while providing essential finance and cashiering support functions. The role ensures professional customer service delivery, effective communication flow, accurate financial transactions, and compliance with NUV's administrative and financial procedures, contributing to the efficient and accountable operation of the University.
<b>Position Summary</b>	This position serves as the first point of contact for the National University of Vanuatu and plays a dual role in front desk management with some financial administration. The position is responsible for reception and switchboard services, administrative support, cashiering, basic front desk financial reporting & inventory control, and supporting finance compliance and internal controls.
<b>Key Responsibilities</b>	<ol style="list-style-type: none"><li><b>1. Front Desk and Switchboard Operations:</b><ul style="list-style-type: none"><li>• Receive all incoming telephone calls courteously, professionally, and efficiently.</li><li>• Promptly transfer calls to the appropriate staff, office, or campus.</li><li>• Record clear and accurate messages and ensure timely follow-up.</li><li>• Maintain a high standard of communication flow between external stakeholders and internal staff.</li><li>• Greet and assist visitors, students, staff, and external clients.</li><li>• Respond to routine enquiries and direct complex matters appropriately.</li><li>• Manage visitor scheduling, waiting times, and rescheduling where required.</li><li>• Maintain the Visitors' Register for the Vice-Chancellor's Office and University visitors.</li></ul></li><li><b>2. Administrative and Secretarial Support</b><ul style="list-style-type: none"><li>• Provide word processing, scanning, filing, photocopying, binding, and document management support.</li></ul></li><li><b>3. Secretarial Support</b><ul style="list-style-type: none"><li>• Maintain and update internal contact lists and staff telephone directories</li><li>• Distribute as necessary.</li><li>• Receive, register, distribute, and dispatch incoming and outgoing mail and deliveries.</li><li>• Record, prioritise, respond to, or appropriately delegate incoming correspondence.</li></ul></li><li><b>4. Administration</b><ul style="list-style-type: none"><li>• Assist and make travel/accommodation arrangements for the University and visitors to the university, as required</li><li>• Monitor and maintain front desk office equipment, e.g., printer/copier/scanner, binding machine.</li><li>• Assist with NUV events, including managing RSVP lists, attending events, providing registration support and assisting with events as necessary</li><li>• In consultation with the Executive Secretary of the Vice-Chancellor, keep and maintain a Visitors' Book for all visitors to the VC's Office and University to sign as they come in or leave the University</li></ul></li><li><b>5. Accounting tasks and Other:</b></li></ol>

- Act as a designated cashier for the sale of University merchandise, bookshop items, and approved services.
- Accurately process cash, EFTPOS, and other approved payment methods in accordance with NUV financial procedures.
- Perform daily cash reconciliation, balancing receipts against sales records and reporting discrepancies immediately.
- Prepare and submit daily, weekly, and monthly sales summaries to the Finance Office.
- Maintain accurate records of bookshop inventory, including stock levels, and re-ordering requirements.
- Coordinate logistics and financial processing for external bookings and hire of NUV facilities.
- Communicate approved corporate rates and pricing information to clients in line with University policy.

#### **6. Compliance, Professional Standards and Continuous Improvement**

- Adhere to all University policies, financial regulations, and ethical standards.
- Maintain confidentiality of financial, staff, and student information.
- Demonstrate accountability, accuracy, and integrity in all financial and administrative tasks.
- Proactively seek opportunities to improve service delivery and operational efficiency.
- Willingly acquire additional skills and training to strengthen capacity in administration and finance.

Willing to acquire additional skills and improve on own capacity building to better serve the NUV staff, students and the clients.

This list of essential responsibilities and requirements is not intended to be exhaustive. NUV reserves the right to revise this job description as needed to comply with actual job requirements.

#### **Critical Competencies**

- Professional conduct, accountability, and adaptability.
- Strong customer service orientation and interpersonal skills.
- Financial accuracy, attention to detail, and integrity.
- Effective communication, teamwork, and inclusiveness.
- Ability to manage multiple tasks, prioritise workload, and meet deadlines.
- Presentation and personal conduct that reflects NUV's professional image.

#### **Qualifications**

Diploma in Administration, Finance, Accounting, Business Studies or relevant field(s) from a recognized institution

#### **Special Skills**

- Sound knowledge of front desk operations and office administration.
- Practical experience in cashiering, basic accounting, or financial administration.
- Proficiency in Microsoft Office (Outlook, Word, Excel).
- Strong numerical accuracy and record-keeping skills.
- Proven customer service and communication skills.
- Fluency in Bislama, English, and French.
- Strong organisational, planning, and problem-solving abilities.
- Proactive, service-oriented, and committed to supporting students, staff, and clients.

#### **Required Experience**

Minimum 3 years' experience in front office administration with cashiering, finance, or revenue handling responsibilities.

Demonstrated experience handling cash, reconciliations, and financial records.

Experience in a university, tertiary institution, or large organisation is an advantage.

**Language**

Fluent in English, French and Bislama

**Terms and Conditions of Employment**

3 years local contract  
Annual salary range: 2,000,000 VT + 25% benefits depending on qualifications and experience

**Equal Opportunity**

The NUV is an Affirmative Action/Equal Opportunity employer committed to diversity. All employment decisions in the NUV shall be based on merit and on equal opportunity. The NUV is committed to ensuring fair, equal, and impartial treatment of all employees in all aspects of employment. The NUV is also committed to gender balance in employment and to providing employment opportunities for people with special needs. In carrying out its employment decisions, NUV will not discriminate basis of gender, religion, nationality, race, language or disability.

**Contact Person**

Potential applicants with specific questions are welcome to contact the hiring committee secretariat at [apply@univ.edu.vu](mailto:apply@univ.edu.vu)

**Selection Methods**

Candidates should compile the following Application Package:

1. a letter of application
2. a complete CV that includes background, education qualifications, professional experience
3. contact information for 3 referees

Please email your application package above in PDF format to [apply@univ.edu.vu](mailto:apply@univ.edu.vu) with the following subject line:  
Application [YOUR SURNAME] Front Desk Officer / Switchboard Operator