

Position Description



Position: Receptionist

Position Dimensions

Location:	Port Moresby
Date PD Finalised/Updated:	01.10.2025
PD Approved By (Position Title):	Chief People & Culture

Primary Purpose of the Position

To provide front-line customer service and administrative support by managing KCH's reception area, welcoming visitors, directing inquiries, handling calls, and supporting administrative tasks to ensure a professional and efficient office environment.

Reporting Relationships

This Position Reports to:
Manager Administration
Direct Reports:
1. Nil

Key Working Relationships (Internal & External)

Internal: - All Chief Officers - Executive Managers - Managers - Staff	External: - Visitors and Clients - Vendors and Couriers - External Contractors - Government and SOE Representatives
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Minimum Requirements for the Position

Education and Qualifications (including Technical Competencies) required for this position:
- Certificate or Diploma in Business Administration, Office Management, or a related field - Additional training in customer service is desirable

Skills, Experience and Behavioural Competencies required for this position:

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- Excellent verbal and written communication skills
- Professional telephone and interpersonal etiquette
- Competency in Microsoft Office (Word, Excel, Outlook)
- Organisation and time management skills
- Attention to detail and confidentiality
- Calm and courteous under pressure

Experience

- At least 2 years' experience in a similar receptionist or front desk role
- Experience in a corporate or professional environment is preferred

Key Accountabilities

Front Desk and Customer Service:

- Greet and welcome all visitors in a courteous and professional manner
- Answer and direct phone calls appropriately
- Maintain visitor logs and issue passes in accordance with security procedures

Administrative Support:

- Receive, sort, and distribute mail and deliveries
- Support the administration team in booking meetings, ordering supplies, and basic clerical tasks
- Maintain the cleanliness and organisation of the reception area

Communication and Coordination:

- Liaise with building management, couriers, and service providers as necessary
- Assist staff with general inquiries and requests
- Communicate visitor arrivals and ensure meeting rooms are prepared

Incumbent:

Signature:

Date:

Records and Office Support:

- Update contact lists and phone directories
- Maintain inventory of office and pantry supplies
- Support internal event coordination (e.g., board meetings, team functions)

Team Work

Participate and contribute to an effective and productive team including;

- contribute to the effectiveness of the team through productive personal behaviour.
- taking personal accountability for own development
- being persistent with improvement ideas, including building team member buy-in to ideas.
- Active participation in Self Performance, Self-Assessment
- Develop a good working relationship with KCH and SOEs project implementers.

Position: Chief People & Culture

Signature:

Date: