



## Call for Application for the post of Reception Officer

1. The Malta Union of Teachers is seeking to recruit a Full-Time Reception Officer to work at its offices in Ħamrun.
2. Applicants are expected to be in possession of:
  - at least 5 SEC passes at ordinary level including Maltese and English and one A-level or
  - 5 SEC passes including Maltese and English and 2 Intermediates or
  - a Level 4 qualification in a related field.
3. Applicants are expected to be computer literate with the ability to use basic Office software.
4. Applications may also be considered from candidates who do not possess the requested qualifications but have accumulated at least 10 years relevant work experience in reception, customer care or front office work.
5. Candidates should submit the completed application form (included), a Curriculum Vitae (European CV Format), a Certificate of Conduct (issued by the Police in the last six months immediately preceding the closing date) and copies of their certificates and/or qualifications.
6. Applications may be sent by e-mail to [info@mut.org.mt](mailto:info@mut.org.mt) or may be delivered by post to:

The Chairperson Selection Board  
Malta Union of Teachers  
759, St. Joseph High Road Ħamrun ĦMR1016
7. Applications will be received by noon of **Friday 17th August 2018**. Late applications will not be considered.
8. For further details please visit the website [www.mut.org.mt](http://www.mut.org.mt)

## Further Information

### Call for Application for the Post of Full-Time Reception Officer Issued by the Malta Union of Teachers

The Reception Officer shall be an employee of the MUT. The chosen candidate shall be employed on conditions determined by the Council of the MUT. S/he will be answerable to the President and Council of the MUT.

The selected candidate must:

- Possess relevant qualifications and/or experience including computer-related skills
- Able to communicate effectively in Maltese and in English
- Be an effective team worker
- Be a self-motivated and organized individual
- Possess a positive and friendly attitude
- Able to act quickly and calmly
- Able to handle pressure and deal with difficult timeframes
- Able to recognize when situations need to be referred
- Able to decide which information needs to be relayed
- Able to maintain strict confidentiality at all times
- Able to respect data protection regulations
- Willing to undergo training in the assigned areas of responsibility

### Responsibilities:

It shall be the duty of the Reception Officer to:

- Answer all incoming calls and handle caller's inquiries whenever possible
- Verify membership status of persons contacting the Union
- Re-direct calls to the appropriate Union Official or secretariat and take messages when required
- Greet, assist and/or direct members and visitors and monitor visitor access
- Set appointments of Union Officials, in liaison with the General Secretary, and update appointment calendars when required
- Recording calls taken in online or other system as established
- Implementing a new telephone/online ticketing system for calls not answered

- Assist in processing and delivering mail including general correspondence
- Liaise with the General Secretary to maintain the general filing system and file correspondence
- Assist in the planning and preparation of meetings and conferences
- Make preparations for Council, Delegates and Committee meetings
- Assist the General Secretary to maintain an adequate inventory of office supplies and schedule maintenance of office equipment
- Provide word-processing and secretarial support when requested
- Assist Union Officials, Council members and Secretariat as requested
- Perform other related duties as required

### **Conditions of Work:**

The conditions of work of the selected candidate are as follows:

- Work an average of 40 hours a week (Monday to Friday)
- Be entitled to leave provisions as established by the law
- Employed on an indefinite contract but subject to probationary period of one year
- Be entitled to bonus payments as established by law
- Receiving a salary at Scale 14 as per Public Service employee salary scales established in the Public Service Collective Agreement
- An allowance shall be issued for any relevant additional qualification

### **Selection Process:**

The selection process will be carried out by a selection board appointed by the Malta Union of Teachers and will consist of:

- The verification of qualifications and experience claimed and supported by certificates
- A short listing exercise which may lead to an interview and / or an extended interview
- Any other selection procedure deemed appropriate by the selection board

The selection process will follow the criteria:

- Qualifications
- Relevant work experience
- Suitability for the post
- Performance in interview and/or extended interview and/or other selection procedure