**Job Title:** Reception/Administrative Assistant  
**Job Category:** General Office

<table>
<thead>
<tr>
<th>Department/Group:</th>
<th>CEO</th>
<th>Job Code/ Req#:</th>
<th>51</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>ORIA</td>
<td>Travel Required:</td>
<td>Travel not required</td>
</tr>
<tr>
<td>Level/Salary Range:</td>
<td>Grade 2</td>
<td>Position Type:</td>
<td>Full Time</td>
</tr>
</tbody>
</table>

**Job Purpose:**
To provide administrative support, including serving as Receptionist as necessary, assisting members of the public, airport partners and the CIAA Team to ensure effective and efficient operations of the Cayman Islands Airports Authority.

**Dimensions:**
Reporting to the Office Manager, the post holder will provide prompt and courteous telephone & reception service to the public and CIAA team. Working with minimum supervision, this individual will be required to exercise his/her initiative in carrying out daily responsibilities and performing clerical duties including typing correspondence, filing, maintaining records, photocopying, mail and cash collection and carrying out other front desk responsibilities as required.

**Role and Responsibilities**
- Provide efficient and courteous telephone and reception service to the public, airport partners and the CIAA Team. This includes processing incoming calls in a timely and professional manner; accurate message taking and promptly relaying same.
- Provide a high level of customer service to the public, airport partners and the CIAA Team during visits or calls to the office.
- Provide administrative support to the CIAA Team as required.
- Proper recording of cash and collection of payments for taxi permits, passenger pick up slips, rent, parking fees, etc. and issuing receipts.
- Accurately reconcile cash collected and receipts for Finance department.
- Establish and maintain an efficient filing system for the front desk and other departments as required.
- Order and maintain inventory of office supplies and materials for office equipment (toner, parking cards, paper etc.).
- Process outgoing and incoming mail (including faxes and courier packages) and distribute accordingly.
- Assist the Office Manager with preparations for Board meetings.
- Order and maintain supplies such as coffee, beverages, cups etc. for Board Room including refreshments for training or special meetings as necessary.
• Troubleshoot basic problems with multi-function photocopying machine and arrange repair or regular servicing with support provider.
• Provide cover and cross-over of duties for other reception staff as necessary.
• Additional pertinent projects/duties that may be assigned by the Office Manager from time to time.

QUALIFICATIONS AND EDUCATION REQUIREMENTS
• Must possess a high school diploma and possess good oral and written communication skills as well as good organizational and time management skills.
• Possess a minimum of three years’ experience dealing with the public in a professional customer-oriented environment.
• Ability to type accurately at a minimum speed of 50 words per minute.
• Ability to compose professional and grammatically correct correspondence to be communicated to internal and external customers.

PREFERRED SKILLS
• Knowledge of establishing and maintaining an efficient filing system.
• Good working knowledge of the operation of multi-purpose photocopier, scanners, fax machines, and other office equipment.
• Teamwork – Work cooperatively and effectively with others to set goals, resolve problems and make decisions to enhance organizational effectiveness.
• Interpersonal relationships - Maintain positive working relationships with others, both internally and externally.
• Proficient in Microsoft Word, Excel, Outlook.
• Ability to accurately reconcile cash collected and receipts
• Demonstrate excellent customer service skills to all internal and external customers on the phone, email and in person.

ASSIGNMENT & PLANNING OF WORK
• Some assignments will be generated or coordinated through the Office Manager, in addition to requests from the general public.
• Post holder is expected to use the utmost discretion in carrying out his/her daily responsibilities while applying good time management to effectively meet deadlines to ensure smooth, efficient operations.

SUPERVISION OF OTHERS

Whilst there is no supervisory responsibility, the post-holder will be required to work collaboratively with other reception staff and assist with workload and cover during absences.

OTHER WORKING RELATIONSHIPS
All CIAA staff as well as members of the public, clients, service providers, partners and Government agencies.

**SAFETY RESPONSIBILITIES**

The post holder has the following safety responsibilities:

- To comply with the relevant safety requirements and procedures outlined in the applicable Aerodrome Manual and/or any Appendices thereof, including CIAA Safety Management Manual (SMM) and other duly approved Manuals, Safety Directives, and Safety Advisories;
- To apply system safety measures as required by safety management procedures and instructions;
- To advise the Chief Safety Management Officer (CSMO) of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting system safety;
- Supporting safety audits as and when they occur;
- Supporting safety investigations as and when they occur; and
- Complete an approved ICAO/IATA/ACI SMS Course or attend CIAA SMS Training Course each calendar year.

**SAFETY TRAINING & EDUCATION**

As per Section 4 .1 of the CIAA SMS Manual (Vol. 2)

**ADDITIONAL NOTES**

The main challenges of this post are prioritizing workload and maintaining an accurate record of cash collection and documentation relating to dealings with the public while processing a high volume of incoming calls.

The Reception area will ideally be staffed by two people. Cover for breaks and absences requires close co-ordination.

**WORKING CONDITIONS,**

Normal office/reception environment.

<table>
<thead>
<tr>
<th>Reviewed and agreed by employee:</th>
<th>Date:</th>
<th>Click here to enter a date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved by Chief/Manager:</td>
<td>Date:</td>
<td>Click here to enter a date.</td>
</tr>
<tr>
<td>Last Updated and filed HR:</td>
<td>Date/Time:</td>
<td>Click here to enter text.</td>
</tr>
</tbody>
</table>