

CAREER OPPORTUNITY

The Fiji Independent Commission Against Corruption (FICAC), established under the FICAC Act 2007, is seeking to recruit a suitably qualified and motivated individual for the Front Desk Officer position based in Lautoka.

FICAC is a statutory anti-corruption institution established under the FICAC Act 2007 and is responsible for the investigation and prosecution of corruption and corruption-related offences, proceeds of crime litigation, public sector integrity enforcement, and related legal and advisory functions of significant public importance.

VACANCY NO: 12/2026
FRONT DESK OFFICER
(1 x Position - Lautoka)

Reporting to the Manager West/North, the incumbent is responsible for carrying out the following key duties and responsibilities, together with any other duties that may be assigned from time to time in accordance with the requirements of the position:

1. Receive, welcome, and assist visitors in a professional and courteous manner.
2. Greet and direct visitors to the appropriate officers and ensure visitor access procedures are followed.
3. Answer, screen, and direct incoming telephone calls promptly and professionally.
4. Respond to general enquiries or refer enquiries to the appropriate officer.
5. Maintain the reception area to ensure a clean, safe, and professional environment.
6. Maintain an accurate visitor and telephone enquiry register.
7. Refer all persons wishing to lodge a complaint to the Complaints Officer or other authorised officer.
8. Maintain confidentiality and discretion in dealing with visitors, complainants, witnesses, officers, documents and Commission information.

SELECTION CRITERIA

The following selection criteria form an essential part of the assessment process. Applicants must clearly demonstrate, with relevant examples, how they meet each of the criteria in their application.

1. A Certificate or Diploma in Front Office Operations, Office Administration, Business Administration, Secretarial Studies, or a related field, together with a minimum of two (2) years' relevant work experience in a similar role.
2. Applicants with a minimum of four (4) years' relevant work experience in a similar role, but without the required qualification, may be considered.
3. Professional telephone etiquette and exceptional customer service skills.
4. Ability to maintain a professional, welcoming and well-presented reception area.
5. Excellent written and verbal communication skills.
6. Strong organisational and administrative skills.
7. Ability to build and maintain effective working relationships with people from diverse backgrounds.

8. Effective time management and the ability to manage competing priorities.
9. Ability to multitask and work efficiently under pressure.
10. A high level of integrity, discretion and ability to maintain confidentiality.
11. Sound computer literacy, including proficiency in Microsoft Office applications.
12. Ability to comply with visitor access, confidentiality, records-management and front-office procedures.

Salary will be determined in accordance with the Commission's Salary Structure and will be commensurate with the successful applicant's qualifications, skills, and relevant experience.

The successful applicant will be required to satisfy the Commission's background, police clearance and medical requirements

APPLY NOW

Applicants must submit the following:

1. A completed FICAC Job Application Form, available on the FICAC website under the **Career Opportunities** section. <https://www.ficac.org.fj/careers.html>
2. A cover letter clearly addressing each of the selection criteria outlined in this advertisement.
3. A current Curriculum Vitae (CV).
4. Certified copies of academic transcripts and qualifications.

Applications may be submitted:

By email:
recruitment@ficac.org.fj

Or hand-deliver to:
FICAC Office
Reverend John Hunt House
3 Saint Fort Street
SUVA

FICAC is committed to equal employment opportunity and to fostering a diverse and inclusive workplace. Applications from suitably qualified individuals are encouraged.

Applications close at **4pm on Wednesday, 15 July 2026**. Late or incomplete applications will not be considered. Only shortlisted applicants will be contacted.