



Embassy
of the Federal Republic of Germany
Wellington

The Embassy of the Federal Republic of Germany in Wellington has a Vacancy for a

RECEPTIONIST / TELEPHONE OPERATOR

Start date: 1 July 2017

RESPONSIBILITIES

Telephone operator

- Handles incoming and/or outgoing calls using an operator terminal.
- Administers all functions of the telephone system, such as caller IDs, voice messages set-up etc.
- Handles callers' inquiries whenever possible; this requires an understanding of standard passport, citizenship, visa and other consular issues (written instructions and training will be provided).
- Re-directs calls as appropriate and takes messages when required.
- Maintains accurate and up-to-date telephone lists for a variety of purposes as directed by the admin team.

Receptionist

- Welcomes, assists, informs and/or directs visitors.
- Remotely operates perimeter gates and maintains mission security in close cooperation with security staff.
- Coordinates Embassy drivers and their schedules.
- Receives and registers all incoming mail.
- Collates outgoing courier shipments and arranges for pick-up.

Other

- Provides back-up admin services as directed by the admin team, such as basic phone and internet research.
- Acts as a fire warden, ensures evacuation procedures.

PROFILE

- Has proven phone skills, and a friendly and polite manner.
- Has oral and written proficiency in both English and German.
- Is computer literate (Word, Excel, Outlook).
- Previous experience in a similar role is preferred.
- Is able to work as a team member with good inter-personal skills.
- Has an excellent work ethic.
- Is flexible.
- Has a confident and positive attitude.

The successful candidate will work within the admin team and report to the Senior Management Officer.

Training will be provided.

Contract in accordance with New Zealand employment law. This is a full time position, regular working time is 40 hours/week, occasional overtime may be required.

Salary is based on the Embassy's remuneration scales for locally engaged staff and the starting salary will be \$ 3,236 per month.

Please email your application consisting of your CV in both German and English (→[Europass](#) format strongly preferred) as well as a motivation/covering letter in both languages

by 25 May 2017 to vacancies@well.diplo.de

Interviews will be held during the week beginning 29 May 2017. We regret we cannot reimburse any expenses incurred from the interview. We will not acknowledge receipt of applications. Only those selected for an interview will be contacted.

CONTACT

Sabine Schneider
sabine.schneider@diplo.de
(04) 473 60 63