



Career Opportunity

Receptionist / Front-Office Clerk

Permit number 114/2025

WHO WE ARE

The Office of the Arbitrator for Financial Services is an autonomous and independent body setup in terms of Act XVI of 2016. It has the power to mediate, investigate and adjudicate complaints filed by customers against financial services providers. Further information is available at www.financialarbiter.org.mt.

We are currently looking to hire a receptionist / front-office official as soon as possible.

WHAT ARE WE EXPECTING FROM THE SELECTED CANDIDATE

The receptionist's main duties include, but are not limited to, handling all front office operations, such as greeting customers as well as visitors, answering telephone calls in a courteous and friendly manner, obtaining the caller's name and diverting calls as necessary. Other responsibilities may also include coordinating office and administrative activities as may be directed or required, handling correspondence, updating and maintaining meeting room calendars and schedule meetings accordingly.

WHO MAY APPLY

Candidates are required to have:

- Proven work experience in similar roles.
- Proficient with Microsoft Office Suite.
- Quick learner, self-confident, pleasant personality, smart and alert.
- Excellent Maltese and English communication skills both written and verbal.
- Ability to be resourceful and proactive in dealing with issues that may arise.
- Ability to organise, multitask, prioritise and work under pressure.

We are open to considering candidates for this position on a reduced-hour basis, although a full-time position is preferred.

THE APPLICATION PROCEDURE EXPLAINED

Applicants who wish to apply for this position are kindly requested to email their CVs to geoffrey.bezzina@asf.mt by not later than 21 February 2025. The subject of the email should include the permit reference number 114/2025. Prospective candidates will be invited to an interview.

SALARY AND BENEFITS

The Office provides its employees with a competitive salary and private health insurance that includes hospital benefits for their spouses and children who still live in the same household. Additionally, employees who use their vehicles to commute to work can access ample parking spaces.

EQUAL OPPORTUNITIES

The Office is committed to a policy of equal opportunity in all aspects of employment and will take care to avoid any form of discrimination in its recruitment procedures.

DATA PROTECTION

The Office will ensure that candidates' personal data are processed per the Data Protection Act and that personal data is not processed for any purpose incompatible with the information collected. This applies, in particular, to the confidentiality and security of such data.

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