

RECEPTIONIST

Job Description

Reporting To:	Human Resources Manager	
Division:	Human Resources	
Grade Level:	4.1	
Remuneration:	32,550.00 per annum	
Special Requirements:	N/A	
Employment Type: ☒ Continuous Employment ☐ Fixed Term Contract ☐ Independent Contractor ☐ Consultant ☐ Intern	Hours: ☒ Full-Time ☐ Part-Time ☐ Part-Time Shift ☐ Casual/Flexible	Location: ☐ All Island ☒ Providenciales ☐ Grand Turk ☐ Salt Cay ☐ North and Middle Caicos ☐ South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority ("TCIAA"), established under the Airports Authority Act CAP 7.01, is responsible for the development, operation, and management of airport infrastructure across the Turks and Caicos Islands.

TCIAA operates six airports and provides air navigation services within the territory's low-level airspace. Our mission is to deliver world-class airport facilities and operations through excellence in safety, security, efficiency, innovation, and customer service—supporting the nation's socio-economic development and growth.

About the role

The **Receptionist** is the first point of contact for the Turks and Caicos Islands Airports Authority, providing a professional, welcoming, and efficient front-desk service to visitors, callers, staff, and stakeholders. Working within the Human Resources Division, the post-holder manages the reception area, switchboard, and incoming enquiries, and provides general administrative support to ensure the smooth running of front-office operations. The role is central to creating a positive first impression of the Authority and to ensuring that visitors and calls are directed promptly, courteously, and securely.

Responsibilities and Key Deliverables

Front-Desk and Visitor Management

- Greet and welcome visitors, staff, and stakeholders promptly and courteously, creating a positive first impression of the Authority.
- Determine the nature of visits, notify the relevant staff, and direct or escort visitors appropriately.
- Maintain the visitor register and issue visitor passes, ensuring sign-in / sign-out and security procedures are followed.
- Keep the reception area tidy, professional, and well-presented at all times.

Switchboard and Communications

- Operate the switchboard, answering, screening, and directing incoming calls promptly and professionally.
- Take and relay accurate messages, and respond to general enquiries or direct them to the appropriate person or department.
- Monitor the general enquiries inbox and forward correspondence to the relevant staff.

Mail and Deliveries

- Receive, sort, and distribute incoming mail, packages, and deliveries, and prepare outgoing mail and courier items.
- Coordinate with couriers and delivery services as required.

Administrative and Clerical Support

- Provide general administrative and clerical support, including processing salary advance applications and letter requests, as well as photocopying, scanning, and filing.
- Assist with the planning and coordination of staff events.
- Assist with scheduling meetings and booking meeting rooms, and prepare rooms or refreshments for visitors as needed.
- Monitor and assist the staff helpdesk inbox, HR System portal login, responding to or routing staff email queries appropriately.
- Monitor and replenish reception and office supplies, raising requisitions when stock runs low.
- Support other administrative staff with overflow tasks as required.

Financial Responsibility

- Assist with receiving payments from vendors, customers, and members of the public for services provided by the Authority, including security decals, access permits, identification cards, and other applicable fees.
- Coordinate with the Finance Department to ensure accurate processing and reconciliation of all front-desk transactions.
- Ensure all transactions are accurately receipted, recorded, balanced, and forwarded to the Finance Department in accordance with established financial procedures.

Customer Service and Information

- Provide accurate general information about the Authority and direct enquiries appropriately.
- Handle enquiries and complaints calmly, professionally and confidentially; escalating to the appropriate personnel where and when necessary.
- Maintain the highest standards of confidentiality and security in all interactions and in the handling, storage, transmission, and dissemination of information, whether designated or marked as confidential or not.

Other Duties

- Perform any other related duties as reasonably assigned by the Manager, Human Resources or designate.

Key Competencies

- Customer Service Excellence
- Communication and Interpersonal skills
- Professional Demeanour, Dress, Grooming, and Conduct in accordance with the Authority's policies and standards
- Organisation and Multitasking
- Attention to Detail
- Integrity and Accountability
- Confidentiality and Information Security
- Teamwork and Collaboration
- Reliability and Punctuality
- Security Awareness

Qualifications and Experience

Education:

- A minimum of five (5) CXC / CSEC or GCE O'Level passes, or the equivalent including English Language and Mathematics.
- Training or certification in office administration, customer service, or a related field is an asset.

Experience:

- A minimum of two to three (2–3) years' experience in a receptionist, front-desk, customer-service, or administrative role.
- Experience operating a multi-line telephone system or switchboard is an advantage.
- Experience using Microsoft Office (Word, Excel, and Outlook).

Core Skills:

- Excellent verbal communication and a professional, friendly telephone manner.
- Strong interpersonal and customer-service skills.
- Good organisational skills and the ability to multitask in a busy environment.
- Attention to detail and accuracy.
- Proficiency in Microsoft Office and standard office equipment.
- The ability to remain calm, courteous, and professional under pressure.

Knowledge and Certifications:

- Knowledge of front-desk, reception, and basic office administration practices.
- An understanding of customer-service principles and telephone etiquette.
- Awareness of confidentiality and basic security and visitor-management procedures.
- A valid Turks and Caicos Islands driver's licence is an asset.

Working Conditions

- Based at the reception / front-desk area in a high-paced office environment.
- Requires sitting and working at a front desk for extended periods, with regular use of a telephone / switchboard and computer.
- May be required to work occasional extended hours to cover front-desk operating times.
- Involves regular interaction with the public, staff, and stakeholders.
- Must adhere to all Authority safety, security, and access-control procedures and contribute to maintaining a secure working environment.

- Required to maintain situational awareness and promptly report safety hazards, security concerns, suspicious activity, incidents, or emergencies in accordance with established protocols.
- May be required to participate in emergency preparedness, evacuation, business continuity, and security-awareness training and exercises.

Why Join TCIAA?

- Be part of a critical national infrastructure organisation.
- Contribute directly to the safety and efficiency of airport operations.
- Access opportunities for technical training and professional development.
- Work in a dynamic, team-oriented, and safety-focused environment.

Benefits

- Mandatory Participation in Private Medical Insurance (with Life Policy included)
- Optional Participation in Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as approved

Application Requirements

- **Cover letter**
- **Resume**
- **Two (2) professional references attesting to character and competency**
- **Enhanced police record**
- **Proof of status**

No later than August 21, 2026, to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Walter E. Cox Administration Building
Howard Hamilton International Airport
Telephone# 649-946-4420 / 649-338-5420, Fax# 9415996. Email: hrrecruitment@tciairports.tc