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## Vacancy - Embassy Receptionist Embassy of Ireland, Beijing

*Our mission is to promote and protect abroad the values, interests and economic well-being of Ireland and its people. We do this under the political direction of our Ministers, through our staff at home and through our Embassy network abroad.*

The Embassy of Ireland wishes to recruit a Receptionist on a fixed-term contractual basis.

### **Role:**

The Embassy Receptionist, under the guidance and oversight of a member of the Embassy posted staff and the Operations Manager is tasked with being the first line of Embassy customer service interaction in person, by telephone and by electronic communication with visitors to the Embassy and citizens and customers contacting the Embassy to seek information and assistance. The role will include, but is not limited to, the following duties:

- Reception desk – dealing with callers and visitors, managing correspondence, courier services and post;
- Responding to email correspondence arriving into the Embassy general email inbox;
- Dealing with customs clearance of diplomatic shipments and diplomatic pouches;
- Management of small payments and bills;
- Arranging driver schedules;
- Stock management within the Embassy for various supplies;
- Assisting in administrative or other tasks assigned by the Operations Manager;
- Other support to the work of the Embassy, including cover for other local staff positions, where required, or preparation and participation in Embassy receptions and other events;
- Such other duties as may be required.

### **Essential requirements candidates must be able to demonstrate:**

- Candidates must have at least 3-5 years' relevant professional experience (in customer service, receptionist, Embassy/Consulate customer service positions);
- Punctuality (As the position is a customer-facing role for specified hours each day, it is essential that the successful candidate is extremely punctual);
- Fluency in Mandarin and a good command of English (language test may be included as part of the shortlisting process);
- Excellent interpersonal and communication skills;
- Proven abilities to work effectively as part of a team;
- Strong organisational skills, computer literacy and information management skills;
- A high level of discretion, initiative, commitment and reliability.
- **The successful candidate must have a legal entitlement to live and work in China prior to recruitment.**

## Desirable Requirements:

- Proven experience of working in or interacting with a diplomatic mission in China;
- Experience of providing administrative support services;
- Proven experience of interaction with Chinese official departments, agencies and other authorities.

## Terms and conditions of employment:

- The successful candidate will be hired on a fixed-term contractual basis and will be based at the Embassy of Ireland in Beijing. The contract will include a 2-month probation period.
- The salary scale for the position is 103,605 RMB per annum. The salary for the position will be paid through the Diplomatic Service Bureau on a monthly basis. Salaries are paid direct to a bank account; therefore, the successful candidate must have a bank account.
- The position will have an annual leave allowance of 20 days per annum, exclusive of public holidays, adjusted *pro rata*.

## How to apply:

An Application Form for this position is available on the Embassy website <http://www.dfa.ie/irish-embassy/china/about-us/>

Applicants must apply with an application form completed in English. The application form must be sent by email with the following subject line –**“Receptionist – Job Application”** to:

[beijingrecruitment@dfa.ie](mailto:beijingrecruitment@dfa.ie)

By submitting information electronically, applicants accept that data may not be fully secure.

All applications should arrive **before 1pm (Beijing time) Monday 31 July 2023**

**Failure to use the correct subject line may result in the application missing the deadline and therefore being deemed inadmissible.**

**Late or incomplete applications will not be accepted and no correspondence will be entered into on this point.**

## Selection Process:

- Depending on the number of applications received, a short-listing of candidates to be called for a competency-based interview may be undertaken based on the Essential/Key Requirements above.
- It is planned that interviews will be held before the end of [Insert Month/Year].
- A skills test may be included in the recruitment process;
- A second interview may be included in the recruitment process; and
- A panel may be set up depending on the calibre of candidates;

## General Data Protection Regulation (GDPR):

All personal information received will be kept in line with GDPR guidelines.

**Security Clearance for Local Staff:**

Police security clearance will be sought in respect of individuals who come under consideration for appointment. Enquiries may also be made with the police force of any country in which the applicant under consideration for appointment resided. If unsuccessful, this information will be destroyed. If the applicant subsequently comes under consideration for another position, they will be required to supply this information again.

**Please note that canvassing will disqualify applicants.  
The Embassy of Ireland, Beijing is committed to a policy of  
equal opportunity.**