

MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

CIRCULAR NOTE NO 1 OF 2025

Vacancies for the post of Receptionist/Telephone Operator

Applications are invited from qualified serving officers who wish to be considered for appointment as Receptionist/Telephone Operator in the Ministry of Information Technology, Communication and Innovation.

II. Qualifications

Candidates should possess –

- (a) a Cambridge School Certificate with credit in English Language and French obtained at not more than two sittings **or**
- (b) passes not below Grade C in English Language and French obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject **or**
- (c) an equivalent qualification acceptable to the Public Service Commission.

Note

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at “Principal Level” and one subject at “Subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examinations.

Candidates should be fluent in English and French.

III. Duties and Salary

- 1. To operate the reception centres of Government Offices.
- 2. To maintain a register of all visitors.
- 3. To assist visitors by providing information to them to facilitate their contact with officers of the Ministry/Department.
- 4. To control access to offices of the Ministry/Department.
- 5. To take messages from outside callers and transmit same to officers concerned.
- 6. To operate the telephone switchboard (PABX).
- 7. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Receptionist/Telephone Operator in the roles ascribed to him.

The permanent and pensionable post carries salary in the scale Rs 15,225 x 260 – 17,825 x 275 – 18,925 x 300 – 19,525 x 325 – 21,475 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 – 29,875 a month plus salary compensation at approved rates.

Appointment in a temporary capacity in the grade carries a flat salary of Rs 15,225 a month plus salary compensation at approved rates. However, candidates who are drawing salary more than the initial salary of the post of Receptionist/Telephone Operator will retain the salary of their substantive post.

IV. Mode of Application

- (i) Qualified candidates should submit their application on the prescribed form which may be obtained at the Human Resource Section of the Ministry of Information Technology, Communication and Innovation, Level 6, SICOM Tower, Wall Street, Ebene or on the website of the Ministry at <http://mitci.govmu.org>
- (ii) Candidates should submit their application in duplicate, the original to be sent directly to the Permanent Secretary, Ministry of Information Technology, Communication and Innovation, Level 7, SICOM Tower, Wall Street, Ebene and the duplicate through their respective Supervising/Responsible Officer who will forward the duly filled in form to the Ministry of Information Technology, Communication and Innovation.
- (iii) The original birth and educational certificates should not be submitted with applications but applicants should produce these, if and when called upon to do so.
- (iv) Envelopes should be clearly marked “Post of Receptionist/Telephone Operator” on the top left hand corner.

Important

- (i) The completed form should contain full details regarding the applicant’s previous experience, qualifications and any other information which would qualify him to carry out the duties of the post of Receptionist/Telephone Operator.
- (ii) Qualifications obtained after the closing date will not be considered. Only qualified candidates should apply.
- (iii) Care should be taken to fill in the application form. **INCOMPLETE, INADEQUATE OR INACCURATE filling of the form** may cause elimination of the candidates from the selection exercise.
- (iv) Applications not made on the prescribed form **will not be accepted.**

- (v) Applications received after the closing date **will not be accepted.**
- (vi) Non submission of written evidence of knowledge claimed may entail elimination of the applicant.
- (vii) Only the best qualified candidates will be called for interview.

Heads of Ministries/Departments are kindly requested to ensure that the contents of this Circular Letter are brought to the attention of all eligible officers, including those who are on leave locally/overseas. Heads of Ministry/Department should ensure that copies of this Circular together with the application form, are dispatched to these officers on the very day on which this Circular reaches their Ministries/Departments.

V. Closing Date

Applications should reach the Permanent Secretary, Ministry of Information Technology, Communication and Innovation, Level 7, SICOM Tower, Wall Street, Ebène, not later than 3.00 p.m on Wednesday 03 September 2025

Date: 14 August, 2025

**Ministry of Information Technology,
Communication and Innovation
Level 7, SICOM Tower, Wall Street
Ebène**