

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Ministry of Health and Medical Services		
2. Position Title: Switchboard Operator	3. Salary Level: L19-18	4. Division: Headquarters
5. Reports To: Assistant Secretary/Senior Assistant Secretary	6. Direct Reports: Secretary/Deputy Secretary	
7. Primary Objective of the Position: To connect inside and outside calls to Ministries and officers concerned.		

8. Position Overview	
9. Financial:	10. Legal: Medical Act
11. Internal Stakeholders: Head of Departments PNO To be referred to Manager: Electro Bio medical units for any malfunction machine	12. External Stakeholders: To be referred to Manager

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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13. KEY ACCOUNTABILITIES <i>(Include linkage to KDP, MOP and Divisional Plan)</i>		
<ul style="list-style-type: none"> ▪ <i>KDP/KPA: 3 Health</i> ▪ <i>MOP Outcome:</i> ▪ <i>Divisional/Departmental/Unit Plan: Support Services</i> 		
Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Connecting calls and taking and delivering messages	<ul style="list-style-type: none"> • Responsible in connecting all calls made to MHMS and outside • Make sure that all urgent messages from outside/overseas are conveyed to concerned officers as soon as possible • Responsible for delivering messages personally to concerned officers if lines are not working 	<ul style="list-style-type: none"> • All messages reached destination without delay
Reporting	<ul style="list-style-type: none"> • Reporting technical failures and seeing to it that all lines not working are fixed as soon as possible 	<ul style="list-style-type: none"> • No complaints from customers regarding lines not working

10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none"> • Hardly any time to have lunch because of the continuity of calls made to and from the Ministry. 	<p>11.1 PQR (Position Qualification Requirement):</p> <p>Education: Form 3 or Class 9</p> <p>Experience: at least two months' work experience as a Switchboard operator</p> <p>Prerequisite: nil</p> <p>11.2 Key Attributes (Personal Qualities):</p> <p style="padding-left: 20px;">Knowledge</p> <ul style="list-style-type: none"> ○ Customer and Personal Service

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	<p>Skills:</p> <ul style="list-style-type: none">○ Proficiency in speaking and writing○ Active Listening○ Social Perceptiveness <p>Attributes</p> <ul style="list-style-type: none">○ Efficient○ Effective○ Approachable○ Hardworking and dedicated
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