

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Ministry of Infrastructure and Sustainable Energy (MISE)		
2. Position Title: Registry clerk/ Receptionist	3. Salary Level: L18-15/14-12	4. Division: Common Cadre, All Unit
5. Reports To: Office Manager	6. Direct Reports: Nil	
7. Primary Objective of the Position: To ensure that administrative support is provided at all times and all activities within the registry is carried out accordingly		
8. Position Overview		
9. Financial: Nil	10. Legal: Administrative Act	
11. Internal Stakeholders: <ul style="list-style-type: none"> a. Secretary b. Head of Departments c. Deputy Secretary d. Human Resource Manager e. Assistant Secretary f. Account staff/payroll g. Ministry staff To be referred to Managers: <ul style="list-style-type: none"> • Establishing and maintaining a filing system • Maintaining reference information in database form such as file index and the PF index etc. • Allocating of incoming mails to appropriate and bring up 	12. External Stakeholders: <ul style="list-style-type: none"> a. Other Ministry- Ministry staff (Registry staff, AS, SAS, Human Resource Manager, DS, Account staff) To be referred to Manager: <ul style="list-style-type: none"> • Allocating of incoming mails to appropriate and bring up to assigned officers. • Photocopying and typing work if required. 	

This is position description provides a comprehensive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

<i>Approved by:</i>	<i>Date of Issues: 4/04/23</i>
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<p>to assigned officers.</p> <ul style="list-style-type: none"> • Photocopying and typing work if required. • Assisting in maintaining leave records and correspondences in a confidential manner. 	
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13. KEY ACCOUNTABILITIES *(Include linkage to KDP, MOP and Divisional Plan)*

- *KDP/KPA:*
- *MOP Outcome:*
- *Divisional/Departmental/Unit Plan:*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Customer Service (Client Services)	<ul style="list-style-type: none"> • Answering of queries related to NCS. • Giving advices on issues related to NCS. 	<ul style="list-style-type: none"> - All queries are dealt within that if done by phone or within one day or receipt of complaint
Managing Correspondence	<ul style="list-style-type: none"> • Recording of In-coming mails • Recording of Out-coming mails • Circulate routing incoming mails. • Bring up to concerned officers incoming mails on file that need action 	<ul style="list-style-type: none"> - Dealt with each day of receipt of mails. - Dispatch each day - To be done twice a day

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		<ul style="list-style-type: none"> - Dealt with each day of receipt of mails.
Management of File	Record file movement Update file movement File censoring and Auditing	<ul style="list-style-type: none"> - Recording of files movement should be done every time the file moves every day. - Dealt with every day. - Dealt with every year.

14. Key Challenges	15. Selection Criteria
<ul style="list-style-type: none"> • The post holder is expected to work more hours when and if requested and will be dealing with difficult customers. • The post holder may be involved in the Ministry social functions such as members of the social committee, take part in the singing and dancing competition, part and any other committee may operate and outside working hours. 	<p>15.1 PQR (Position Qualification Requirement): Education: Form 5 certificate with 1 year relevant work experience OR Certificate in Office Skills or Certificate II in Business.</p> <p>15.2 Key Attributes (Personal Qualities):</p> <p>Knowledge:</p> <ul style="list-style-type: none"> ○ Basic office operations, office courtesy and protocols ○ Customer and personal service ○ English language ○ Computers

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	<p>Skills:</p> <ul style="list-style-type: none">○ Should possess good computing skills with competence in Microsoft Word, Excel and Use of the Internet.○ Fluency in both English and Kiribati language○ Has the ability to keep records.○ Has the ability to draft simple correspondences.○ Has the ability to draft and amend simple budgets. <p>Attributes:</p> <ul style="list-style-type: none">● Active Listening● Efficient & Effective● Innovative● Hardworking and dedicated
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