GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. **Ministry: Ministry of Foreign Affairs and Immigration**	

2. **Position Title: Registry Clerk Receptionist**	3. **Salary Level: L18-15/14-12**	4. **Division: MFAI**
5. **Reports To: Office Manager**	6. **Direct Reports:** *Nil*	

7. **Primary Objective of the Position:**
To ensure that administrator support is provided at all times and all activities within the Registry Office is carried out accordingly.

8. DECISION MAKING AUTHORITY *(only to be completed by decision making positions)*		
Decision Making Authority	**Key Contacts/Position**	**Frequency and Purpose**
Without Making Authority. 8.1 Responding to calls in a professional, confidential and courteous manner, screen calls takes messages and provides queries to incoming calls or waiting customers from available information on files.	Executive Assistant	Almost every day for matters related to circulation folder and files for bring up to Secretary
8.2 Update inward and outward registers 8.3 Recording movement of files, the circulation folder and in and out tippers of Senior Officers twice a day 8.4 Supervising temporary of new Registry staff	Other Ministries – Registry Staff, Other Staff, Account Staff	Follow up on outgoing mails and answering of incoming calls

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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8.5 Handling confidential records and correspondences in a professional manner 8.6 Attending to any other assigned duties	DS/SAS/AS	Almost every day for bring up and collection of files
After consultation with manager or others. Allocating of incoming mails to appropriate files and bring up to assigned officer. Photocopying and typing work if required.		
Referred to Manager of others. Establishing and maintaining a filling system, maintaining reference information in database form such as file index and the PF index etc. Assisting in maintaining leave records and correspondence in a confidential manner		

9. KEY ACCOUNTABILITIES *(Include linkage to KDP, MOP and Divisional Plan)*
- *KDP/KPA: eg. 1. Human Resource Development and 5. Good Governance*
- *MOP Outcome: 1. HRD 1.3 and 5. Governance 5.1.1*
- *Divisional/Departmental/Unit Plan:*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
1. Customer Service (Client Service)	Answering of queries related to NCS Giving advice on issues related to NCS	All queries are dealt with within that day if done by phone or within one day of receipt of complaint
2. Managing Correspondences	Recording of Incoming mails	Dealt with each day receipt of mails

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	Recording of Outgoing mails	Dispatch each day
	Circulate routine incoming mails	To be done twice a day
	BU to concerned officers incoming mails on file that need action	Dealt with each day of receipt of mails
3. Management of File	Record file movement	Recording of file movement should be done every time the file moves everyday
	Update file movement	
	File censoring and Auditing	Dealt with everyday
		Dealt with every year

10. Key Challenges	11. Selection Criteria
The post holder is expected to work more hours when and if required and will be dealing with difficult customers.	**11.1 Desirable Qualification and experience.** **Form 5 or 6 with 1 year relevant work exeprience**
	11.2 Key Attributes (Personal Qualities): 1. Mentally and Physically fit 2. Ability to handle pressure 3. Cleared police clearance record

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