

**GOVERNMENT OF KIRIBATI**  
**POSITION DESCRIPTION**

<b>1. -Ministry:</b> Ministry of Tourism, Commerce, Industry and Cooperatives		
<b>2. Position Title:</b> Registry Clerk/Receptionist	<b>3. Salary Level:</b> L18-15/14 12	<b>4. Division:</b> Administration
<b>5. Reports To:</b> Office Manager	<b>6. Direct Reports:</b> NIL	
<b>7. Primary Objective of the Position:</b> To ensure that administrative support is provided at all times and all activities within the Registry Office is carried out accordingly.		

<b>8. Position Overview</b>	
<b>9. Financial:</b> NIL	<b>10. Legal:</b> Administrative Act National Conditions of Service (NCS)
<b>11. Internal Stakeholders:</b> <ul style="list-style-type: none"> <li>• Ministry Staff</li> <li>• Executive Assistant</li> <li>• Head of Departments</li> <li>• Assistance Secretary</li> <li>• DS/ SAS</li> </ul> <p>To be referred to Manager:</p> <ul style="list-style-type: none"> <li>• Establishing and maintaining a filing system</li> <li>• Maintaining reference information in database form such as file index and the PF index etc</li> <li>• Allocating of incoming mails to appropriate and bring up to assigned Officers</li> <li>• Photocopying and typing work if required</li> <li>• Assisting in maintaining leaver records and correspondences in a confidential manner.</li> </ul>	<b>12. External Stakeholders:</b> <ul style="list-style-type: none"> <li>• Other Government Ministries – Ministry Staffs (Registry Staff, AS, SAS, DS, Account Staff)</li> </ul> <p>To be referred to Manager:</p> <ul style="list-style-type: none"> <li>• Allocating of incoming mails to appropriate and bring up to assigned Officers</li> <li>• Photocopying and typing work if required</li> </ul>
<b>13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</b> <ul style="list-style-type: none"> <li>▪ <i>KDP/KPA:</i></li> <li>▪ <i>MOP Outcome:</i></li> <li>▪ <i>Divisional/Departmental/Unit Plan:</i></li> </ul>	

*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.*

<b>Approved by:</b>	<b>Date of Issue:</b>
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Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Customer Service (Client Services)	Answering of queries related to NCS Giving advices on issues related NCS	All queries are dealt within that if done by phone or within one day or receipt of complaints.
Managing Correspondence	Recording of In-coming mails Recording of Out-coming mails Circulate routine incoming mails Bring Up to concerned officers incoming mails on file that need action	Dealt with each day of receipt of mails Dispatch each day To be done twice a day Dealt with each day of receipt of mails
Management of File	Record File movement  Update file movement File Censoring and Auditing	Recording of files movement should be done every time the moves everyday Dealt with everyday Dealt with every year

10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none"> <li>- The post holder is expected to work more hours when and if required and will be dealing with difficult customers.</li> <li>- 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, par and any other committee may operate and outside working hours.</li> </ul>	<p><b>11.1 PQR (Position Qualification Requirement):</b> <b>Education:</b> Form 5 Certificate with 1-year relevant work experience OR Certificate in Office Skills or Certificate II in Business</p> <p><b>11.2 Key Attributes (Personal Qualities):</b></p> <p><b>1. Knowledge:</b></p> <ul style="list-style-type: none"> <li>- Knowledge of basis office operations, office courtesy and protocols</li> <li>- English language</li> <li>- Computers</li> </ul>

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	<p><b>2. Skills:</b></p> <ul style="list-style-type: none"><li>- Should possess good computing skills and competence in Microsoft Word, Excel and Use of the Internet</li><li>- Fluency in both English and Kiribati Language</li><li>- Has the ability to keep records</li><li>- Has the ability to draft simple correspondences</li><li>- Has the ability to draft and amend simple budgets</li><li>-</li></ul> <p><b>3. Attributes:</b></p> <ul style="list-style-type: none"><li>- Active listening</li><li>- Efficient &amp; effective</li><li>- Innovative</li><li>- Hardworking and dedicated</li></ul>
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