

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Maneaba ni Maungatabu	3. Salary Level: 18-15/14-12	4. Division: Administration Unit
2. Position Title: Office Services Assistant	6. Direct Report: Office Services Supervisor	
7. Primary Objective of the Position: To assist the Office Service Supervisor in managing the daily activities of office staff to ensure efficient operations, service delivery and implementation of rules/ policies of the administration.		
8. Position Overview: To receive and register all incoming/ outgoing correspondence, answering/ connecting incoming/ outgoing calls and assist customers, staff and members of parliament to provide all the necessary information and support service if/when required.		
9. Financial:	9. Legal: NCS	
10. Internal Stakeholders: i. StaffSpeaker ii. MPs and Spouse iii. Speaker	11. External Stakeholders: i. Ministries ii. SOEs iii. General Public	
12. To be referred to the Clerk i. Distribution of Parliamentary papers to MPs during Parliament meetings ii. Advice and Rules of Procedure	13. Without Referral to the Deputy Clerk/Clerk i. File movements ii. Receiving and dispatching of official letters from the office iii. Answering incoming telephone calls and enquiries iv. Collect mails from Post Office v. Maintain record of attendance register book and other important parliamentary papers vi. Monitor file circulation/ movement	
15. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan) ▪ KDP/KPA:		

This 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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<ul style="list-style-type: none"> ▪ MOP Outcome: ▪ <i>Divisional/Departmental/Unit Plan:</i> 		
Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
Customer Service (Client service)	<ul style="list-style-type: none"> • Greet clients and visitors with a positive, helpful attitude. • Assisting clients in finding their way around the office • Answering phones in a professional manner, and routing calls as necessary. 	<p>Good customers services</p> <p>No complaints</p>
Managing correspondences	<ul style="list-style-type: none"> • Sorting and distributing mail. This involves proper stamping and recording of incoming and outgoing mails • Assisting the Supervisor and colleagues with administrative tasks including photocopying, distribution and delivery of parliamentary papers • Opening of new files • Prepare and update file index and provide copy to Senior staff for work reference • Locating and cross-referencing related files and papers 	<p>Movement of files and information are well monitored. Maintained and controlled of files</p> <p>Actions of files completed daily</p>

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	<ul style="list-style-type: none"> • Distributing files or papers directly to the Clerk for proper action • Assist in the circulation of files • Examining and storing all papers for future reference • Sorting files to avoid duplications • Disposing of papers that are no longer needed • Monitor file movement 	
<p>Efficiency of Parliament preparation before and during the meeting</p>	<ul style="list-style-type: none"> • Photocopying of Order Papers and Notice Papers for distribution to Members of Parliament before and during Parliament sitting. 	<p>All parliamentary papers are in order and updated</p> <p>Timely distribution of parliamentary papers</p>
<p>Support service to MPs and Staff</p>	<ul style="list-style-type: none"> • Assist in providing MPs and staff fuel docket when needed • Checking and verifying gas stations invoices • Any other duties assigned by the Supervisor and Clerk or Deputy Clerk. 	
<p>16. Key Challenges</p>		
<ul style="list-style-type: none"> • The post requires a person who is physically fit and energetic 	<p>17. Selection Criteria</p> <p>17.1 PQR (Position Qualification Requirement):</p> <p>Education: At least Form 6</p>	

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<ul style="list-style-type: none"> • Working after working hours, late nights and attending work early is very stressful. The person for this job must accept and face these challenges • Working with MPs environment requires someone who can communicate in a professional manner. • Meeting the MPs request is quite challenging. The frontline is the first receiver of MPs requirement and must be addressed instantly. 	<p>Experience: One year working experience</p> <p>Job Training:</p> <p>Prerequisite:</p> <p>17.2 Key Attributes (Personal Qualities):</p> <ol style="list-style-type: none"> 1. Knowledge: Must be fluent in English and I-Kiribati language 2. Skills: Customer service Protocol Registry work 3. Attributes
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