

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

1. Ministry: Public Service Office		
2. Position Title: Registry Clerk/Receptionist	3. Salary Level: L18-15/14-12	4. Division: Common Cadre, All Ministries
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 Office is carried out accordingly.		

8. Position Overview

9. Financial: NIL

10 Legal: Administrative Act

11. Internal Stakeholder:

- Ministry Staff
- Executive Assistant
- Head of Departments
- Assistant Secretary
- DS/SAS

12. External Stakeholder:

- Other Ministry - Ministry Staff (Registry Staff, AS, SAS, DS, Account Staff)
- To be referred to Manager
- Allocating of incoming mails to appropriate and bring up to assigned officers
  - Photocopying and typing work if required

To be referred to Manager:


- 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 to assigned officers
- Photocopying and typing work if required
- Assisting in maintaining leave records and correspondences in a confidential manner

*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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<p><b>Without referral to Manager:</b></p> <ul style="list-style-type: none"> <li>-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 files.</li> <li>-Update inward and outward queries.</li> <li>-Recording movement of files, the circulation folder and in and out tippers of senior officers twice a day.</li> <li>-Supervising temporary or new registry staff.</li> <li>-Handling confidential records and correspondences in a professional manner</li> <li>-Attending to any other assigned duties.</li> </ul>		
<p><b>13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</b></p> <ul style="list-style-type: none"> <li>▪ <b>KDP/KPA:</b></li> <li>▪ <b>MOP Outcome:</b></li> <li>▪ <b>Divisional/Departmental/Unit Plan:</b></li> </ul>		
<p><b>Key Result Area/Major Responsibilities</b></p>	<p><b>Major Activities/Duties</b></p>	<p><b>Performance Measures/Outcomes</b></p>
<p>Customer Service (Client Services)</p>	<p>Answering of queries related to NCS Giving advices on issues related to NCS</p>	<p>All queries are dealt within that if done by phone or within one day or receipt of complaint</p>
<p>Managing Correspondence</p>	<p>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</p>	<p>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</p>
<p>Management of File</p>	<p>Record file movement Update file movement File Censoring and Auditing</p>	<p>Recording of file movement should be done every time the file moves everyday Dealt with every day Dealt with every year</p>

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<p><b>10. Key Challenges</b></p> <p>The post holder is expected to work more hours when and if required and will be dealing with difficult customers.</p> <p>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>	<p><b>11. Selection Criteria</b></p> <p><b>11.1 PQR (Position Qualification Requirement):</b> Education: 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 basic office operations, office courtesy and protocols</li> <li>- English language</li> <li>- Computers</li> </ul> <p><b>2. Skills</b></p> <ul style="list-style-type: none"> <li>- Should possess good computing skills with 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> </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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