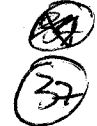


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GOVERNMENT OF KIRIBATI  
Position Description

<b>Position Title:</b> Registry Clerk/Receptionist		<b>Division:</b> Registry Section (MPW&U)	
<b>Salary Level:</b> L18-15/14-12			
<b>Reports To:</b> Office Manager		<b>Direct Reports:</b> Nil	
<b>Primary Objective</b> Ensure that administrative support is provided at all times and all activities within the registry office is carried out accordingly			
<b>Decision Making Authority</b>			
<b>Without referral to manager</b> 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. Updating inward and outward registers Recording movement of files, the circulation folder and in – and out tippers of senior officers twice a day Supervising temporary or new registry staff Handling confidential records and correspondences in a professional manner Attending to any other assigned duties		<b>Contact</b> Executive Assistance and Office Manager	<b>Frequency and purpose</b> Almost every day for matters related to circulation folder and files to bring up to Secretary
<b>After consultation with managers or others</b> Allocating of incoming mails to appropriate and bring up to assigned officers Photocopying and typing work if required		Other Ministries – Registry Staff, Other Staff, Account Staff	Follow up ongoing mails and answering of incoming calls thorough consultation with head of departments
<b>Referred to manager or others</b> Establishing and maintaining a filing system, maintaining reference information in database form such as file index and the PF index, etc Assisting in maintaining leave records and correspondences in a confidential manner		DS/SAS/AS Senior Officers within the ministry or agency	Almost every day for bringing up and collection of file

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Staff will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.



GOVERNMENT OF KIRIBATI  
Position Description

Key Accountabilities		Performance measures
Key result area	Major activities	
Customer Service (client service)	<p>Answering of queries related to NCS</p> <p>Giving advise on issues related to NCS</p> <p>Assists Clients in professional manner</p>	<p>All queries are dealt with within that day if done by phone or within one day of receipt of complaints</p>
Managing correspondences	<p>Recording of In-coming mails</p> <p>Recording of Out-coming mails</p> <p>Circulate routine in-coming mails</p> <p>BU to concerned officers in-coming mails on file that need action</p>	<p>Dealt with each day of receipt of mails</p> <p>Dispatch each day</p> <p>To be done twice a day</p> <p>Dealt with each day of receipt of mails</p>
Managing of file	<p>Record file movement</p> <p>Up-date file movement</p> <p>File Censoring/Auditing</p>	<p>Recording of file movement should be done every time the file moves everyday</p> <p>Dealt with every day</p> <p>Dealt with every day</p>
<b>Key Challenges</b>		<b>Selection Criteria</b>
<p>The post holder is expected to work more hours when and if required and will be dealing with difficult situations. 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 that may operate during and outside working hours</p>		<p><b>Desirable Qualifications and experience:</b></p> <p>Form 3 Cert. or Office Skills from KIT on Registry Procedures, Computing or Keyboard Skills</p> <p><b>Key attributes:</b></p> <p><b>The post holder should possess:</b></p>

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GOVERNMENT OF KIRIBATI

Position Description

<p>Fluency in both English and Kiribati languages</p> <p>Has the ability to keep records</p> <p>Should possess good computing skills with competence in Microsoft Word, Microsoft Excel and use of the Internet</p> <p>Knowledge of basic office operations, office courtesy and protocols</p> <p>Ability to draft simple correspondence</p> <p>Ability to draft, update and amend simple budgets</p>		
<p>Government of Kiribati, All Ministries</p>	<p>Approved By:</p>	<p>Date of Issue:</p>

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