

1. Ministry: Kiribati Police Service		
2. Position Title: Switchboard/Radio Operator	3. Salary Level: L19-18	4. Division: Communication Unit
5. Reports To: <ul style="list-style-type: none"> • Officer Commanding Communication Unit • Assistant OC 	6. Direct Reports: <ul style="list-style-type: none"> • Nil 	
7. Primary Objective of the Position: To operate Police switchboard ensuring quality service is provided to both external and internal customers.		

8. Position Overview	
9. Financial: Up to \$5,382 annually	10. Legal: National Condition of Service
11. Internal Stakeholders: <ul style="list-style-type: none"> • Supervisor • Human Resource Officer To be referred to Manager: <ul style="list-style-type: none"> • To perform extra duties assigned Without referral to Manager: <ul style="list-style-type: none"> • Perform daily routine tasks 	12. External Stakeholders: <ul style="list-style-type: none"> • Account Section • Public Service Office • Public Service Commission • Public/Communities • Government Ministries • Private Agencies
13. KEY ACCOUNTABILITIES(Include linkage to KDP, MOP and Divisional Plan) <ul style="list-style-type: none"> ▪ KDP/KPA: ▪ MOP Outcome: Outcome 2. Improve timely and quality delivery of service in the public sector 	

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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▪ *Divisional/Departmental/Unit Plan: Improve Customer Service Requirement/Standards and incentives for employees reviewed*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
<ul style="list-style-type: none"> Further improve police responses capacity 	<ul style="list-style-type: none"> Manned Police control room on a rostered shift that provide switchboard operation services to all sections within KPS and to the republic of Kiribati 24/7 Receive, answer, and record all incoming calls to the police switchboard in accordance to customer service standards/procedure and promptly route or direct/relay call/message/information to the appropriate department/unit/member of staff. Operate Kilo-papa and other used radio in the Control room Maintain cleanliness of Control Room Receive and record all incoming calls to the Police Headquarter and transferred them into the appropriate division/person. Attend Outer Island Message and Respond are promptly radioed back to the concern Island. 	<ul style="list-style-type: none"> Must not absent from a rostered duty Must provide a simple shift report to a Supervisor Professionally response/relay messages over Kilo-papa Office cleanliness maintained Must comply with lawful instruction given from time to time Must record all incoming messages from outer island

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	<ul style="list-style-type: none"> Record all outgoing calls from the Radio Control Room Act as a coordinator during serious incidents and arranges the notification of police and outside resources; 	<ul style="list-style-type: none"> Must enter daily calls into Log-book Must provide en
	<ul style="list-style-type: none"> Other duties may require to perform overtime 	<ul style="list-style-type: none"> Must comply with lawful instructions assigned to perform from time to time

10. Key Challenges	11. Selection Criteria
<p>Nature of work was rostered on 24/7 thus a Switchboard Operator requires to avail him/herself to attend any overtime duties/call backs in peak hours/session.</p>	<p>11.1 PQR (Position Qualification Requirement):</p> <p>Education:</p> <ul style="list-style-type: none"> Attained Form 3 Certificate
	<p>11.2 Key Attributes (Personal Qualities):</p> <p>Knowledge:</p> <ul style="list-style-type: none"> Basic knowledge of KPS communication system <p>Skills:</p> <ul style="list-style-type: none"> Ability to understand and effectively carry out oral and written instructions Ability to operates main switchboard and provide/deliver accurate information or message Customer Service skills

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	<p>Attributes:</p> <ul style="list-style-type: none">• Trustworthy and Honest• Dedicated & Committed• Patience and consideration• Active
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