

**GOVERNMENT OF KIRIBATI  
POSITION DESCRIPTION**

<b>1. Ministry: Ministry of Foreign Affairs and Immigration</b>		
<b>2. Position Title: Registry Clerk Receptionist</b>	<b>3. Salary Level: L18-15/14-12</b>	<b>4. Division: MFAI</b>
<b>5. Reports To: Office Manager</b>	<b>6. Direct Reports: Nil</b>	
<b>7. Primary Objective of the Position:</b> To ensure that administrator support is provided at all times and all activities within the Registry Office is carried out accordingly.		

<b>8. DECISION MAKING AUTHORITY (only to be completed by decision making positions)</b>		
<b>Decision Making Authority</b>	<b>Key Contacts/Position</b>	<b>Frequency and Purpose</b>
<b>Without Making Authority.</b> 8.1 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.	Executive Assistant	Almost every day for matters related to circulation folder and files for bring up to Secretary
8.2 Update inward and outward registers	Other Ministries - Registry Staff, Other Staff, Account Staff	Follow up on outgoing mails and answering of incoming calls
8.3 Recording movement of files, the circulation folder and in and out tippers of Senior Officers twice a day		
8.4 Supervising temporary of new Registry staff		

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<p>8.5 Handling confidential records and correspondences in a professional manner</p> <p>8.6 Attending to any other assigned duties</p>	<p>DS/SAS/AS</p>	<p>Almost every day for bring up and collection of files</p>
<p><b>After consultation with manager or others.</b> Allocating of incoming mails to appropriate files and bring up to assigned officer.</p> <p>Photocopying and typing work if required.</p>		
<p><b>Referred to Manager of others.</b> Establishing and maintaining a filing system, maintaining reference information in database form such as file index and the PF index etc.</p> <p>Assisting in maintaining leave records and correspondence in a confidential manner</p>		
<p><b>9. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)</b></p> <ul style="list-style-type: none"> <li>▪ <b>KDP/KPA: eg. 1. Human Resource Development and 5. Good Governance</b></li> <li>▪ <b>MOP Outcome: 1. HRD 1.3 and 5. Governance 5.1.1</b></li> <li>▪ <b>Divisional/Departmental/Unit Plan:</b></li> </ul>		
<p style="text-align: center;"><b>Key Result Area/Major Responsibilities</b></p>	<p style="text-align: center;"><b>Major Activities/Duties</b></p>	<p style="text-align: center;"><b>Performance Measures/Outcomes</b></p>
<p>1. Customer Service (Client Service)</p>	<p>Answering of queries related to NCS</p> <p>Giving advice on issues related to NCS</p>	<p>All queries are dealt with within that day if done by phone or within one day of receipt of complaint</p>
<p>2. Managing Correspondences</p>	<p>Recording of Incoming mails</p>	<p>Dealt with each day receipt of mails</p>

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	Recording of Outgoing mails  Circulate routine incoming mails  BU to concerned officers incoming mails on file that need action	Dispatch each day  To be done twice a day  Dealt with each day of receipt of mails
3. Management of File	Record file movement  Update file movement  File censoring and Auditing	Recording of file movement should be done every time the file moves everyday  Dealt with everyday  Dealt with every year

10. Key Challenges	11. Selection Criteria
The post holder is expected to work more hours when and if required and will be dealing with difficult customers.	<b>11.1 Desirable Qualification and experience.</b>  Form 5 or 6 with 1 year relevant work experience
	<b>11.2 Key Attributes (Personal Qualities):</b> 1. Mentally and Physically fit  2. Ability to handle pressure  3. Cleared police clearance record

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