

1. Ministry: Ministry of Information, Communications and Transport		
2. Position Title: Assistant Postal Officer (Posmo)	3. Salary Level: L18-15 / 14-12	4. Division: Postal Division
5. Reports To: Postal Officers	6. Direct Reports:	
7. Primary Objective of the Position: <ul style="list-style-type: none"> - To receive and attend to daily customers requirement in dealing with posmo payments and receipts and all other enquiries as required by customers; and - To provide a professional customer service to all Postal customers and to maintain an accurate data to computer systems on all posmo data and customers' requirements 		
8. Position Overview		
		10. Post Office Act (Cap 74) of the Laws of Kiribati & Universal Postal Union Regulations
11. Internal Stakeholders: <ul style="list-style-type: none"> • Director • All Postal Staff To be referred to Manager: <ul style="list-style-type: none"> • Approval for procurement of new office equipment • Responses to customers' sensitive issues Without referral to Manager: <ul style="list-style-type: none"> • Daily operation with staff and customers 		12. External Stakeholders: <ul style="list-style-type: none"> • MFED- Account • Customs • MIA- Island Councils • MELAD - Quarantine • Air Kiribati Limited • Universal Postal Union (UPU)
13. KEY ACCOUNTABILITIES(Include linkage to KDP, MOP and Divisional Plan)		

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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- *KDP/KPA: KPA 2 Economic Growth & Poverty reduction*
- *MOP Outcome: To increase sustainable economic growth and improve standard of living for all I-Kiribati by 2019*
- *Divisional/Departmental/Unit Plan: To increase flow of resources to Kiribati through postal service delivery and promotion of Kiribati through postage stamps*

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
<ul style="list-style-type: none"> Counter Management 	<ul style="list-style-type: none"> Able to receive and provide customers with professional customer service on all enquiries Issue of posmo money receipts and money payment Opening of cash imprest received from Postal Officer Closing of cash imprest handed over to Posta Officer All posmo document are in order and signed by recipients Preparation of end of day sales and cash record check by Postal Officer Counter promotional items and design notices are well displayed and in order for customers 	<ul style="list-style-type: none"> Good customer service achieved Daily satisfaction of customers achieved Daily cash statements present to Postal Officer at the end of business hours Posmo documents were correctly filled and signed by both customer and officer Customers were well informed on postal services and where to receive the required service
<ul style="list-style-type: none"> Finance Management 	<ul style="list-style-type: none"> All transactions are signed and correctly entered in the system Check all daily receipts against posmo system 	<ul style="list-style-type: none"> Accurate and update data to the posmo system daily reports Monthly documents provided to MFEP

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	<ul style="list-style-type: none"> • Daily cash, stock and sales, checked and reconciled • Quarterly cash, stock and sales reports prepared to Postal Officer for internal inspection • Annual sales report provided for Board of Survey 	<ul style="list-style-type: none"> • Financial regulation is well followed
<ul style="list-style-type: none"> • Database Management 	<ul style="list-style-type: none"> • Daily posmo data updated • Daily cash, stock and sales reconciled and updated • Quarterly cash, stock and sales data updated 	<ul style="list-style-type: none"> • Daily data is available for customers enquiries

10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none"> • Able to meet customers' requirements on posmo services on a daily basis and to meet financial report deadlines. • Whenever necessarily required the candidate would be able to do other assigned task delegated from Director or to enable the Postal to accomplish its departmental mission. 	<p>11.1 PQR (Position Qualification Requirement): Form 5 Certificate Education: Higher School Certificate Experience: 1 year in related work Job Training: nil Prerequisite: nil</p> <p>11.2 Key Attributes (Personal Qualities): Knowledge</p> <ul style="list-style-type: none"> • Computer literate • Figure analyst • Customer Service leaning oriented <p>Skills:</p> <ul style="list-style-type: none"> • Ability to work under minimal supervision • People Management Skills

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| | <ul style="list-style-type: none">• Fluency in both English and Kiribati Language• Competent with Microsoft Word, Microsoft Excel, Email and Internet Facilities. |
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