



MINISTRY OF FINANCE

JOB DESCRIPTION: OFFICE ASSISTANT [CORPORATE SERVICES]

CORPORATE INFORMATION

1. Position Level: Salary Band C
2. Salary Range: [\$14,426.92 - \$17,934.57]
3. Duty Station: Ro Lalabalavu House, Suva.
4. Reporting Responsibilities:
 - a) **Reports To:** Administrative Officer [Corporate Services]
 - b) **Liaises with:** Ministry staff, Ministries & Departments & the Public
 - c) **Subordinates:** Nil

POSITION PURPOSE

The primary role of a switchboard operator is to receive and efficiently relay incoming calls and provide directory information to inquirers.

KEY RESPONSIBILITIES

This position will achieve its purpose through the following key duties

1. Ability to provide efficient, effective and high level of telephone services and complies & able to update internal telephone directory and staff designations on monthly basis
2. Maintain and update Ministry's telephone directory;
3. Perform clerical tasks as receptionist to greet the public, sorts and distributes mails.
4. Maintain conference under the Division & ensure reception area is kept clean and organized at all times.
5. Actively contribute to the Ministry and corporate requirements, including planning, budgeting, auditing, innovation in the work processes and systems where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Operates switchboard and routes incoming calls to appropriate offices;
2. Provide accurate information, efficient & effective assistance;
3. Effectively perform clerical tasks including sorting and distributing of mails;
4. Schedules Ministry's meeting rooms;

PERSON SPECIFICATION

In addition to a pass in year 12 exams or year 13 examination [or equivalent relevant experience], following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

KNOWLEDGE AND EXPERIENCE

1. Office practices knowledge, procedures and equipment
2. Departmental procedures
3. Working knowledge of relevant acts and legislation

SKILLS AND ABILITIES

1. Good public relations and customer service skills
2. Demonstrated ability to use switchboard or similar in a large organisation
3. Demonstrated ability to multitask and is a fast learner

4. Have good communication skills with a service oriented approach
5. Ability to use standard office equipment – Desktops, photocopying machine, printer.

PERSONAL CHARACTER

All applications for employment in the Ministry must be of good character, with a background that demonstrates their commitment to the public service values contained in the Fiji Constitution. Applicants must also be a Fijian Citizen, preferably under the age of 60, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.

The Ministry of Finance is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only specific Knowledge, Experience, Skills and Abilities on the job will be considered in assessing the relative suitability of applicants