



MINISTRY OF ECONOMY

JOB DESCRIPTION: OFFICE ASSISTANT [INFRASTRUCTURE SERVICES SECTOR]

CORPORATE INFORMATION

1. Position Level: Salary Band C
2. Salary Range: \$12,081.69 - \$15,489.35
3. Duty Station: Ro Lalabalavu House, Suva.
4. Reporting Responsibilities:
 - a) **Reports To:** Manager/Coordinator, Infrastructure Services, Budget and Planning Division.
 - b) **Liases with:** Ministry staff, Infrastructure Service Sector Agency staff, Multilateral Agencies, Donors and other stakeholders
 - c) **Subordinates:** Nil

POSITION PURPOSE

This position supports the day-to-day operations of the Infrastructure Service Sector by assisting in undertaking typing of letters, attending to phone calls, recording all complaints received from public and higher authorities regarding the sector (water, electricity, roads and bridges) and arranging meetings, appointments for the Manager/Coordinator Infrastructure Sector.

KEY RESPONSIBILITIES

The position will achieve its purpose through the following key responsibilities. Working with relevant staff and service providers, in accordance with legislative requirements:

1. Undertake typing of letters, emails and minutes for the sector;
2. Provide efficient and quality services to internal and external clients;
3. Attend to telephone calls, email enquiries and assist with customer service to ensure that information provided is accurate and up to date;
4. Record all complaints received from public and higher authorities regarding the sector (water, electricity, roads and bridges);
5. Record all infrastructure requests (water, electricity, roads and bridges) made by public;
6. Receive, record and file all correspondences, information and related documents in accordance to the record management system protocols;
7. Ensure and maintain the security and confidentiality of all records and information;
8. Arrange for meetings, appointments and facilitate logistics both local and abroad for the sector;
9. Ensure that the sector is well stocked with the necessary office equipment and supplies required to ensure successful delivery of services;
10. Provide assistance in the administration and logistics for the sector such as taking of meeting minutes and general communication; and
11. Attend to other duties of the sector as assigned by the Manager/Coordinator Infrastructure Sector.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

- 1) Attending to all phone calls efficiently and in a polite manners;
- 2) All complaints are recorded and complainants informed accordingly of the progress of the matter; and
- 3) Draft letters, emails and minutes and reviewed in alignment with required standards.

PERSON SPECIFICATION

Diploma in Secretarial Studies/Office Administration or equivalent from a recognized institution (or equivalent relevant experience) the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

KNOWLEDGE AND EXPERIENCE

1. At least 1 year experience providing high level administrative support to senior management of a large organization.
2. Be proficient with computers and possess good knowledge of MS Applications – Word, Excel, PowerPoint etc.

SKILLS AND ABILITIES

1. Ability to work under pressure and beyond normal work hours, multi-task and respond quickly to management when required.
2. Excellent written and verbal communication skills with high proficiency in technology use.
3. Demonstrated ability to maintain confidentiality of information.
4. Ability to work with minimal supervision and have a positive attitude.
5. Demonstrated ability to multitask and a fast learner, without loss of quality in output delivery.
6. Demonstrated effective communication skills with a service oriented approach.
7. Demonstrated ability to be a team player with stakeholders.
8. Ability to ensure and maintain the security and confidentiality of all records and information.
9. Possess excellent customer service skills, be courteous and polite in all undertakings during the course of work.

PERSONAL CHARACTER

All applicants for employment in the Ministries must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be a Fijian Citizen, under the age 55 years, in sound health, with a clear police record. The selected applicants will be required to provide a medical certificate, COVID-19 vaccination/exemption evidence and police clearance prior to taking up duty.

Advisory on Covid-19 vaccination:

Please note that in order to ensure regulatory compliance with the Health and Safety at Work (General Workplace Conditions) (Amendment) Regulations 2021, it is now mandatory for all civil servants to be vaccinated as a condition of employment to protect employers, employees, customers and the general public at workplaces from Covid-19. The successful appointee should have received at least the first vaccination against COVID-19 and will be required to receive the second vaccination on or before the 1st of November 2021 unless exempted.