



# MINISTRY OF ECONOMY

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## JOB DESCRIPTION: OFFICE ASSISTANT [OFFICE SERVICES]

### 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:** Administrative Officer [Office 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 Tertiary qualifications 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 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