



RS FORM 2 - JOB DESCRIPTIONS

Section A - Position Details

***MINISTRY/OFFICE: National Parliament Office *DIVISION: Office of the Serjeant At Arms**

***VACANCY NUMBER: 279-00237 *Aurion Position Number.....**

1. **Position Title: Receptionist and Clerical**

Position Level: 4/5 3. **Salary Range: \$22,714.11 - \$ 33,425.25 Per annum**

4. **Duty Station: Honiara**

5. **Reporting Responsibilities;**

- a) **Reports to:** Sergeant At Arms
- b) **Subordinate Reports:** Clerk SAO, PAO & HRM

Section B – Liaisons

a) **Internal:**
Members of Parliament
NPO staff

b) **External:**
All stakeholders who visit Parliament

Section C - Scope of Duties

In order ensure that all Members of Parliament and their visitors are provided with exceptionally professional receptionist services in the New Members of Parliament Complex, the position of the receptionist is very important as the receptionist is the first point of contact for the public. The receptionist depicts the standard of Parliamentary services that is provided not only internally to the members of Parliament but also to the Public.

Section D - Key Duties

****The Officer will be required to:***

The officer will be required to:

- a) Answer incoming phone calls at the reception area in a timely and professional manner.
- b) Provide professional customer service to all visitors to the National Parliament
- c) Direct visitors to appropriate contacts within the Members of Parliament Complex.
- d) Collect and distribute mails from the registry office
- e) Liaise with the Members Personal Secretary to ensure that appointments to meet with Members of Parliament are properly recorded and scheduled.
- f) Ensure that there is a flow workplace communication.
- g) Organise and manage data entry records and administration folders required daily for the functioning of the reception.
- h) Direct visitors on where to obtain their visitors pass for entrance to the Members Complex
- i) Assist in other Office tasks when required to do so

Section E - Key Result Areas

****Successful performance of the duties will be indicated by:***

- 1) Diploma in secretarial studies and or
- 2) 4 years work experience
- 3)

Section F - Key Capabilities and Qualifications

Key capabilities:

1. Report Writing Skills,
2. data analysis skills,
3. communication skills using Ms Outlook and MS office programs

4. Skills of coordinating team work

Qualifications

1. Diploma in secretarial studies and or
2. 4 years work experience

Section G - Selection Criteria

Experience:

Applicants should be able to demonstrate:

- i. Ability to use Microsoft office programs such as word, excel, and outlook
- ii. Good standard of numeracy and literacy
- iii. Handling of switchboard telephone and communication systems
- iv. Effective team working skills;
- v. Excellent interpersonal and communication skills
- vi. A high level of organizational skills;
- vii. Precise attention to detail;
- viii. Ability to multi task
- ix. Diplomacy and sensitivity when working with clients;

Skills and ability:

Section H - Terms and Conditions

- (a) Salary per fortnight: \$873.62 - \$1,285.59 fortnight
- (b) Salary per annum: \$22,714.11 - \$ 33,425.25
- (c) Annual Leave: 25 days
- (d) Other conditions of service as outlined in the Agreement of Service upon appointment;

Section I - Approval (*Business use only*)

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the role and will assist the Ministry/Agency to achieve its corporate objectives.

A handwritten signature in black ink, consisting of a stylized, cursive script.

Permanent Secretary/Head of Agency

19 August 2013

Date Approved

Additional Comments: