

JOB DESCRIPTION FOR JUNIOR POSITIONS

| POST DESCRIPTION | | | |
|-------------------------|---|--|----------------------------|
| 1 | Ministry/Department: Ministry of Fisheries | | |
| 2 | Job Title: Fisheries Trainee, (Receptionist), CSD | | |
| 3 | Band: R Salary Scale \$7,560 - \$11,340 | Post Number: 4. FY2017_18 | Location: Nukuálofa |
| 4 | Purpose: Receptionist and serve the customers and assist filing Clerk | | |
| 5 | Key Results Area | Performance Indicators | |
| 5.1 | Provide an efficient and effective telephone answering and dialing services for MoF | <ul style="list-style-type: none"> ● Answering telephone before the 3rd ring ● Feedback from customers/staff | |
| 5.2 | Record all outside call requested and transfer/pass on phone messages for the appropriate Fisheries staff | <ul style="list-style-type: none"> ● Phone log book updated weekly ● No. of complaints from customers not more than 5 a month | |
| 5.3 | Daily Update staff attendance book & prepare weekly & monthly attendance report | <ul style="list-style-type: none"> ● After attendance book close off @ 8:30 o'clock every working day. ● Weekly report submitted to head of Admin before 3:00pm on Monday of the following week. | |
| 5.5 | Prepare all leave application forms, and inform PSC and Finance leave effective, resumption of duty, acting appointment and update the Leave Registered Book. | <ul style="list-style-type: none"> ● Leave approve before the staff is on leave. ● Leave registered/ book updated. ● Comply with PS regulation & policy on leave | |
| 5.6 | Update staff database | <ul style="list-style-type: none"> ● Accurate and timely manner | |
| 5.7 | Received and registered all inward and forward to the secretary for CEO | <ul style="list-style-type: none"> ● Timeliness ● Accuracy | |
| 5.8 | <i>Cover up the filing work when Require If the Filing Clerk not on duty.</i> | <ul style="list-style-type: none"> ● Comply with JD of the Filing Clerk | |
| 5.9 | To perform all function of an authorized officer as provided in Section 71 of the Fisheries Management Act 2002 | <ul style="list-style-type: none"> ● Comply with FMA 2002 | |

| | | |
|----------|---|---|
| 5.10 | Comply with relevant PSC and internal policies. (Public Services Act & Regulations 2010) – (Disciplinary Procedures, Grievance and Dispute Regulations, PSC Policy Instructions) Internal Policies (verbal & written) | <ul style="list-style-type: none"> ● 100% compliance with PSC requirement |
| 5.11 | To perform any other duties that assigned by Head of Department/Division | <ul style="list-style-type: none"> ● Accurately |
| 6. | Reports Directly to: | Head of Human Resources and Training |
| 7 | PERSON SPECIFICATION FOR THIS POST | |
| 7.1 | Special Skills: | <ul style="list-style-type: none"> ● Public Relation skills ● Excellent oral and written communication skills ● Computer skills ● Customers service |
| 7.2 | Communication and Language Skills: | <ul style="list-style-type: none"> ● Fluent in both English & Tongan languages |
| 7.3 | Personal Attributes: | <ul style="list-style-type: none"> ● Highly motivated, trustworthy and dependable ● Honest and committed to work ● Transparent, responsive, supportive, receptive and accountable to effective delivery of services to clients |
| 7.4 | Education: | <ul style="list-style-type: none"> ● Must pass in Tonga School Certificate (TSC) or its equivalent ● Higher qualification will be considered. |
| 8 | CORE COMPETENCIES | STANDARDS |
| 8.1 | Communication | <ul style="list-style-type: none"> ● Communicates effectively with all staff in the Organization ● Effectively manage communication regarding highly and sensitive information ● Promotes open communication with subordinates |

| | | |
|-----|--|---|
| 8.2 | Integrity/Accountability | <ul style="list-style-type: none"> ● Promotes sustaining of required values in the Organization ● Accept mistakes and failure and be responsible for identifying an immediate solution |
| 8.3 | Output Oriented | <ul style="list-style-type: none"> ● Deliver high quality results on time and in line with the outputs of the Division ● Identify problems in advance and take the most appropriate action |
| 8.4 | Teamwork and Collaboration | <ul style="list-style-type: none"> ● Focus on situations and issues or behaviors and not individuals ● Always consider the relativity of any action taken towards a responsibility ● Contribute to developing and maintaining positive team work spirit |
| 8.5 | Customer Focus (internal and external) | <ul style="list-style-type: none"> ● Seeks customer feedback, listens effectively and provides and follows through on solutions ● Takes personal responsibility for ensuring any issues raised by customers are responded to promptly |
| 8.6 | Confidence Level | <ul style="list-style-type: none"> ● Displays confidence in interacting with customers/stakeholders at all levels of responsibility, and in all parts of the organization ● Willing and confident to accept failures and mistakes and addresses conflict directly to resolve issues |
| 8.7 | Job Competence | <ul style="list-style-type: none"> ● Carries out the assigned tasks outline in this job description ● Possesses required set of skills, knowledge, experience with the right set of attitudes to deliver the required task |

| | | |
|-----|-------------------|--|
| 8.8 | Commitment | <ul style="list-style-type: none"> • Follows through on obligations and commitments made to others • Strengthens commitment by soliciting diverse points of view |
| 8.9 | Motivating Others | <ul style="list-style-type: none"> • Contributes to developing and maintaining of team spirit and effort requires to achieve the output |

| | | |
|----------|--|---|
| 9 | ENDORSEMENT WITH NAME, SIGNATURE AND DATE | |
| 9.1 | Fisheries Trainee | Name : Vacant Sign: Date: |
| 9.2 | Head of HR and Training | Name: Ruby K 'Onesi Sign: Date: |
| 9.3 | Chief Executives Officer | Name: Dr.Tu'ikolongahau Halafihi Sign: Date: |