

<b>POST DESCRIPTION</b>		
1	<b>Ministry/Department: Ministry of Finance &amp; National Planning</b>	
2	<b>Job Title:</b> Clerk Class II, Logistic & Support Services, Corporate Services Division.	
3	<b>Level:</b> 12/11	<b>Post Number:</b> 4
3	<b>Location:</b> Head Office	
4	<p><b>Purpose:</b></p> <ol style="list-style-type: none"> <li>To ensure all visitors to the reception area of the Ministry of Finance &amp; National Planning are welcomed</li> <li>To receive and register all correspondences using the MOFNP Correspondence Register system</li> <li>To answer the phone and refer customer to relevant staff</li> <li>To answer any queries from customer and to refer to the appropriate staff when necessary.</li> <li>To ensure a clean and safe environment is available for customers</li> </ol>	
5.1	<p><b>Outputs</b></p> <ol style="list-style-type: none"> <li>To ensure all visitors to the reception area of the Ministry of Finance &amp; National Planning are welcomed</li> <li>To receive and register all correspondences using the MOFNP Correspondence Register system</li> <li>Provide information from the Register system on any queries</li> <li>To answer the phone and refer as customer to relevant staff</li> <li>Responsible for the effective management of phone calls, messages, meetings and appointments of the CEO</li> </ol>	<p><b>Performance Indicators</b></p> <ol style="list-style-type: none"> <li>Phone calls, messages and appointments placed, delivered and scheduled accurately and on time;</li> <li>Number of complaints &lt;3 per quarter;</li> <li>Follow through and conveyance of status of phone calls(within 3 minutes) appointments and messages (within 1 hour)</li> </ol>
5.2	<ol style="list-style-type: none"> <li>Responsible for the effective dissemination of information / tasks as per direction of the CEO of the Commission</li> </ol>	<ol style="list-style-type: none"> <li>Follow through and conveyance of status of phone calls(within 3 minutes) appointments and messages (within 1 hour);</li> <li>responsive to customers with improved customer satisfaction Number of complaints &lt;3 per quarter;</li> </ol>
5.3	<ol style="list-style-type: none"> <li>Carry out any other duties as may be directed by the Head of Corporate Services Division or the CEO</li> </ol>	<ol style="list-style-type: none"> <li>100% accuracy, 100% timeliness, 100% compliance with policy</li> </ol>
6	<b>Reports Directly to:</b>	Head of Division
7	<b>PERSON SPECIFICATION FOR THIS POST</b>	
7.1	Special Skills:	<ul style="list-style-type: none"> <li>Good analytical skills.</li> <li>Good computer skills and well versed with appropriate computer programs such as Microsoft Office (Word, Excel, Access, PowerPoint, Visio, Publisher etc)</li> </ul>

7.2	Communication and Language Skills:	<ul style="list-style-type: none"> <li>• Good communication skills. Fluent in both Tongan and English languages (written and spoken).</li> <li>• Must have good public relation and networking skills.</li> <li>• Ability to travel and work after hours would be an advantage.</li> </ul>
7.3	Personal Attributes:	<ul style="list-style-type: none"> <li>• Positive work attitude and can work well in a team setting.</li> <li>• Highly motivated and maintain confidentiality of information</li> <li>• Well organized and hardworking</li> <li>• Honesty and integrity</li> <li>• Highly proactive</li> <li>• Must be committed to duties allocated, efficiently and effectively.</li> </ul>
7.4	Minimum Qualification & Experience:	-Pass in TSC or its equivalent or higher with at least 2 years of relevant work experience
8	<b>BEHAVIOURAL COMPETENCIES</b>	
	<b>Core Behaviour</b>	<b>Key Performance Standards</b>
8.1	Change and Innovation	<ul style="list-style-type: none"> <li>➤ Stays informed and actively contributes to change initiatives</li> <li>➤ Looks for ways to demonstrate innovation and initiative in work area</li> <li>➤ Anticipates emerging issues and looks for ways to improve work practices.</li> <li>➤ Takes a big-picture view of change and models a positive, constructive approach to managing it</li> <li>➤ Focuses on benefits and ways of overcoming obstacles.</li> </ul>
8.2	Interpersonal Skills	<ul style="list-style-type: none"> <li>➤ Actively shares information with appropriate people and checks for understanding where necessary</li> <li>➤ Presents clear, courteous and concise oral and written communications</li> <li>➤ Engages positively and persuasively with program stakeholders as appropriate.</li> <li>➤ Develops rapport with people at all levels inside and outside the organization to further the goals of the organization.</li> </ul>

8.3	Integrity / Accountability	<ul style="list-style-type: none"> <li>➤ Seeks to achieve results which are in the best interest of the organization</li> <li>➤ Uses honesty and appropriate disclosure with customers, employees, and management</li> <li>➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action.</li> <li>➤ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance</li> </ul>
8.4	Results Orientation	<ul style="list-style-type: none"> <li>➤ Delivers high quality results on time</li> <li>➤ Overcomes roadblocks/setbacks to deliver results</li> <li>➤ Identifies problems early and takes appropriate action.</li> <li>➤ Thinks outside of the box to achieve the best results for an internal/external customer.</li> </ul>
8.5	Teamwork and Collaboration -	<ul style="list-style-type: none"> <li>➤ Demonstrate ability to get along with others/is respectful of co-workers and promotes teamwork.</li> <li>➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily.</li> <li>➤ Is open with other team members about his/her concerns</li> <li>➤ Actively shares information with appropriate people and checks for understanding where required.</li> </ul>
8.6	Customer Focus (internal and external)	<ul style="list-style-type: none"> <li>➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly;</li> <li>➤ Accepts responsibility for mistakes, apologies and makes suitable and timely amends.</li> <li>➤ Treats all clients with respect and cultural awareness</li> </ul>
8.7	Self Confidence and Assertiveness	<ul style="list-style-type: none"> <li>➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization.</li> <li>➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.</li> </ul>
8.8	Building individual capacity	<ul style="list-style-type: none"> <li>➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth</li> </ul>

8.9	Supports the Organizations Enabling Theme, Outputs and Outcomes	<ul style="list-style-type: none"> <li>➤ Inspires dedication to the organization's shared outputs and values through his/her own visible actions.</li> <li>➤ Shows enthusiasm for organizational initiatives, policies and procedures and help others accept any changes and remain effective</li> <li>➤ Embraces and adapts to changing work environment</li> </ul>
8.10	Judgment	<ul style="list-style-type: none"> <li>➤ Approaches a task/problem in a sensible way; give sound advice and seek assistance if necessary</li> <li>➤ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss.</li> </ul>
8.11	Promotion of equity and equality	<ul style="list-style-type: none"> <li>➤ Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences</li> <li>➤ Demonstrates an interest in, and seeks opportunities to learn about others, e.g. Pacific Islands Cultures</li> </ul>
9	<b>ENDORSEMENT</b>	
9.1	Clerk Class II	<b>Name:</b> Vacant  <b>Sign:</b> .....  <b>Date :</b> .....
9.2	Deputy Secretary PRD & CSD	<b>Name:</b> Vacant  <b>Sign:</b> .....  <b>Date :</b> .....
9.3	Chief Executive Officer for Finance & National Planning	<b>Name:</b> Mrs Balwyn Faotusia  <b>Sign:</b> .....  <b>Date :</b> .....