



Ministry:	Ministry of Finance
Division:	Records Management & Customer Service, Corporate Services Division
Location:	SGGB, Nuku'alofa
Job Title:	Office Assistant
Position Number:	FIN081043111001100010
Reports to:	Head of Section : Records Management & Customer Service
Band:	R
Salary:	\$8,586 – 12,880
Job Purpose	<p>Ministry Profile Statement:</p> <ul style="list-style-type: none"> • Improved macroeconomic management & stability with deeper financial markets • Closer public/ private partnership for economic growth • More efficient, effective, affordable, honest, transparent & apolitical public service focused on clear priorities • Appropriate decentralization of government administration with better scope for engagement with the public • Improved collaboration with development partners ensuring programs better aligned behind government priorities • More reliable, safe and affordable information and communication technology used in more innovative ways • Improved national and community resilience to the potential disruption and damage to wellbeing, growth and development from extreme natural events and climate change <p>Job Purpose:</p> <ol style="list-style-type: none"> 1. To ensure all visitors to the reception area of the Ministry of Finance are welcomed. 2. To register all outward using the MOF Correspondence Register system scan and file. 3. To answer the phone and refer customer to relevant staff. 4. To ensure proper database and files/records management is in place 5. To deliver correspondences/documents from MOF to other MDAs. Assist with other Ministry delivering of Orders/ collecting of Quotations/ Invoices and goods. 6. To ensure a clean and safe environment with high quality customer services. 7. Ensure timely reporting to Head of Division in relation to the records/ files of the Ministry.
Accountabilities / Outcomes	<p>Records and File Management</p> <ol style="list-style-type: none"> 1. Receive and register inwards/ outwards correspondences, filing electronic and manual. 2. Scan and disseminate correspondences. 3. Assist to establish manual for information flow. <p>Reports collation and distribution</p> <ol style="list-style-type: none"> 1. Assist with the photocopying, compilation and distribution of the Corporate Plans, Annual Management Plans, Annual Reports and other Reports. 2. Assist with the management/booking of the Conference Rooms.

	<p>Correspondences</p> <ol style="list-style-type: none"> 1. Assist with the effective dissemination of information / tasks as per direction of CEO and HoD 2. Assist with the effective management of phone calls, messages and appointments of the CEO and HODs. 3. Provide information from the Register system on any queries <p>Customer Service and Office Assistance</p> <ol style="list-style-type: none"> 1. Welcome all customers to MOF at the Reception area, and direct to relevant offices of MOF. 2. Assist with maintaining the customer satisfaction survey system 3. Assist with a clean and safe environment for staff <p>Other</p> <ol style="list-style-type: none"> 1. Any other duties that may be assigned from CEO, HOD and/ or Supervisor.
Person Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • Good computer skills and well versed with appropriate computer programs such as Microsoft Office (Word, Excel, Access, Power Point etc). • Fluent in both English & Tongan languages (written and spoken) • Loyal, Hardworking, Conscientious, Committed to completing of assigned tasks.
Qualifications and Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> • Form 6 PSSC or equivalent of Certificate level 2 • Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years).
Authorised by (sign and date)	
Deputy Secretary / HOD	<p>Name: Mrs Gladys Fukofuka</p> <p>Signature & Date:  2/5/2025</p>
Acting CEO	<p>Name: Miss Lesieli Tufui Faletau</p> <p>Signature & Date:  02/05/2025</p>
Employee	<p>Name: Vacant</p> <p>Signature & Date:</p>

