

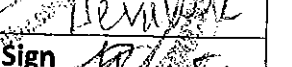



## Public Service Commission Job Description Form

Ministry to prepare and request Approval by the Public Service Commission. Please contact the Performance Improvement Unit Staff of the office of the Public Service Commission if you need helping completing this form.

<b>1</b>	<b>Job title</b>	<b>Receptionist</b>	
<b>2</b>	<b>Post number</b> Allocate the next available number. This number is to be used in all subsequent correspondence relating to this post.	<b>3218</b>	
<b>3</b>	<b>Level</b> Suggested by Ministry and determined by PSC	<b>Suggested by Director General ... J Cs 2.4</b>	
<b>4</b>	<b>Ministry</b>	<b>Education</b>	
<b>5</b>	<b>Department</b>	<b>Administration &amp; Finance Services</b>	
<b>6</b>	<b>Location</b> Where the position is located	<b>Port Vila</b>	
<b>7</b>	<b>Purpose</b> "why this Post exists" this might be a one line statement adapted from the Corporate Plan or Business Plan for higher level Posts.	To provide good customer service, manage appointments, manage incoming and outgoing calls, mails and answer front desk queries for the Ministry of Education (MoE)	
<b>8</b>	<b>Key Result Areas (KRAs)</b> refers to general areas of outcomes or outputs for which the post/role is responsible.	<b>9</b>	<b>Key Performance Indicators (KPIs)</b> refers to the quantifiable measurements that reflect the critical success of the KRAs.
<b>8.1</b>	Operation of the main switchboard	<b>9.1</b>	Reception Desk regularly attended
<b>8.2</b>	Facilitating flow of MoE visitors entering and exiting MoE central office building	<b>9.2</b>	Reception Desk regularly attended
<b>8.3</b>	Manage incoming and outgoing mails for the MoE	<b>9.3</b>	Mails collected and delivered on time
<b>8.4</b>	Arranging appointments	<b>9.4</b>	Appointments made
<b>10</b>	<b>Duties and responsibilities</b> Simple statements starting with an action word; more important ones first; less than 10; cover main areas of work but not details you should find in Procedure Manuals. Areas to think of include policy/ research/ advice, preparing reports; external communication; administrative; legislative and what this particular job must achieve. For lower level jobs it will be more specific e.g. deliver, record, type, maintain.		
<b>10.1</b>	Operating the main telephone switchboard for incoming and outgoing calls whether locally and internationally.		
<b>10.2</b>	Attending to front desk customer queries		
<b>10.3</b>	Receiving visitors/clients including high level delegation and directing them to appropriate units or officers		
<b>10.4</b>	Assisting in arranging appointments for MoE officers and clients and liaise with Division secretaries for confirmation		
<b>10.5</b>	Arranging outgoing MoE mails for the driver to deliver to the post and appropriate destinations and also arranging incoming mails to appropriate MoE Units and Divisions		
<b>10.6</b>	Performing other duties as directed by the PEO Administration, Director s or Director General.		
<b>11</b>	<b>Reports directly to</b> Title of Post and Level only	<b>12</b>	<b>Directly supervises</b> Title of Posts and level if any
	Director, Administration and Finance		None
<b>13</b>	<b>Frequent Internal Personal Contacts with...</b> ("Internal" means within the Ministry)	<b>14</b>	<b>Occasional Internal Personal Contacts with...</b>
	MoE officers.		Senior Officers, Principals, Teachers and other visiting from provincial offices and schools.

15	<b>Frequent External Personal Contacts with...</b> ("External" means other Ministries and the community)	16	<b>Occasional External Personal Contacts with...</b>
	Officers in Government Departments, Parents, NGO and private sector visitors and callers.		None.
17	<b>Impact of Decisions</b> (a) Think of the decisions this Post makes without help on a regular basis (weekly or monthly) to greatly reduce the risk of serious things happening. Name the more important thing(s) decided. (b) If the Post has a significant Financial Delegation to commit funds the amount should also be stated.		Hospitality services provided to all visitors
18	<b>Special Conditions</b> e.g. if unusual work hours, equipment or travel is required.		High levels of public contact.
19	<b>Reason for Seeking Approval</b> (e.g.; Routine Revision of Existing Job Description, New Post, Regrading. State if any overlap or duplication with existing Job Descriptions or new duties and responsibilities)		Existing post.
20	<b>CRITERIAS TO BE SELECTED FOR THIS POST</b> (Allow for some on -the-job training to bring outsiders up to standard and do not unnecessarily bias the Post to certain people. Remember education is only one indicator of capability to do the job.)		
20.1	<b>Qualification</b> the required qualification for the job e.g certificate, diploma, degree...		Primary Education
20.2	<b>Special Business Education</b> refers to the field of study that would be preferable		Hospitality and customer services
20.3	<b>Experience</b> e.g. number of years or level of experience in filling/keyboard work or driving; or, e.g. low or high level achievements in leadership, communicating, advising, managing resources, writing reports, advising clients, doing similar type of work etc		2 years experiences in receptionist duties.
20.4	<b>Special Skills</b> e.g. vehicle license, driving record, computer word/ excel etc		Good communication skills, computer literate on main software, such as word and excel
20.5	<b>Thinking style</b> e.g an analytical thinker, a practical thinker, creative thinker....		Practical thinker
20.6	<b>Communication/ Interpersonal Skills</b> list the skills required of this position		Listening, note taking skill, reading, communication skills
20.7	<b>Behavioural Competencies</b> refers to the personal attributes or characteristics needed for the position.		Patient, hardworking and honest.
20.8	<b>Language</b> "English , French and Bislama" is usual.		English or French and Bislama required. Bilingual preferable
21	<b>ENDORSEMENT WITH NAME, SIGNATURE AND DATE</b>		
21.1	<b>Prepared in the Ministry by ...</b>	Name John J. Garoleo	Sign 
		Date 02/06/2014	
21.2	<b>Certified by or for the DG</b> that the Post fits with any Corporate Plan, and is required.	Name Jesse Dick Joe	Sign 
		Date 02/06/2014	
21.3	<b>Checked by OPSC</b> for completeness and consistency; check structure; confirm Level and Post Number (job evaluation process).	Name L. Rautas	Sign 
		Date 24/6/2014	
21.4	<b>DECISION OF PUBLIC SERVICE COMMISSION</b>		
	Decision: <u>Approved</u> or Deferred or Amended      Date of Decision: .....		
	(Circle the appropriate Decision)		
	 Name <u>LAURENT REP</u> Sign _____      Date <u>27/06/2014</u>		
	<b>SECRETARY</b>		
	<b>OPSC</b>		