

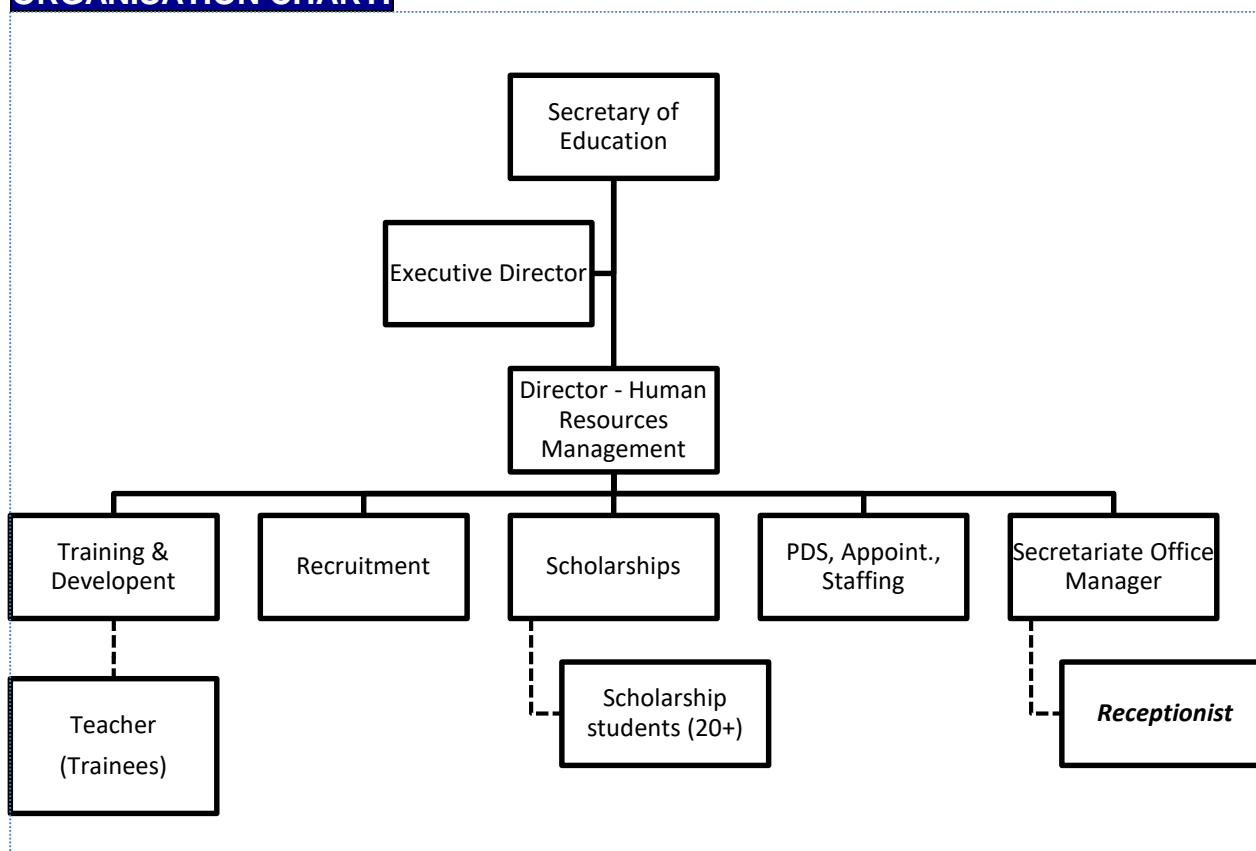
**POSITION DESCRIPTION**

Job Title:	Office Receptionist
Division:	Human Resources Management Division
Responsible To:	Director
Responsible For:	
Job Purpose:	To provide a high quality and responsive HR service in relation to receptionist duties, clerical and administrative services contributing to a culture of excellence throughout the Ministry.
Job Classification & Salary:	Min: C1 (\$15,513) Mid: (17,253) Max: (20,422)
Date:	April 2021

MINISTRY VISION:

Through its vision, the Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports lifelong learning through the provision of quality services.

ORGANISATION CHART:

KEY RESULTS AREAS:

KRA	Key Performance Indicators
<u>Receptionist Functions</u> <ul style="list-style-type: none"> To ensure that visitors or callers to the Ministry are greeted appropriately and their enquiries dealt with efficiently and with maturity. To ensure that the front office or “face” of the Ministry is well presented to the public. To ensure all reception area equipment such as phones, TV, tag i-pads and other equipment are functioning effectively To carry out other duties as required by the Secretariat Office Manager and Director Assist to set up the downstairs training room for organised workshops and meetings Maintain the reception filing system and file all correspondence accordingly 	<ul style="list-style-type: none"> All incoming calls are answered and all inquiries handled in a professional manner - redirect calls, take accurate and adequate messages as required. Greet, assist and/or direct students, visitors and the general public. All non-ministry visitors are directed to the waiting area where they will be attended by the appropriate staff member. The receptionist area is kept in a clean and tidy state, notifying maintenance staff if the area needs urgent cleaning. Administers the suggestion box and visitors’ book Maintains the MoE staff timebook with the Payroll Officer and track staff movements to ensure messages are relayed accordingly Checks & maintains water and kitchen supplies with the cleaner, daily Keeps the ‘in and out’ registers up to date to ensure it is well maintained in order to be able to back track mail and documents. Equipment faults are reported immediately to ITC and repairs are carried out.
<u>Secretariat Office Support</u> <ul style="list-style-type: none"> To provide administrative support and assistance to the Secretariat Office Manager and Director To ensure that all administrative material produced and correspondence is of a high standard and appropriately reflects the aim for excellence. 	<ul style="list-style-type: none"> Receive, direct and relay telephone and email messages to staff, responding in the appropriate manner. Pick up and deliver mail & documents to schools when requested by the Secretariat Office Manager Assist SOM in planning and preparing meetings, conferences and conference telephone calls. Assist with the update of employee information stored electronically and MOE travel process. Provides word processing and secretarial support. Assists with the implementation of the MOE “Staff Manual”
<u>HRM Division Support</u> <ul style="list-style-type: none"> To provide clerical and administrative support for the HRM Division through filing, 	<ul style="list-style-type: none"> Assist to maintain the HRM personnel filing system and keeping electronic records of all archived files.

record keeping, monitoring systems and other duties as required.	<ul style="list-style-type: none"> • Make preparations for HRM meetings and prepare the minutes of the meetings. • Compile and label all local newspapers appropriately and file in the MoE library. • Keep an electronic record (database) of all educational newspaper articles from the local papers relating to the Education Sector – MoE, school, environment, school awards, visits etc. • Monitor the use of MOE training rooms and vehicle booking system on MS Outlook and make/edit bookings when requested by HRM staff.
<u>Professional Conduct</u> <ul style="list-style-type: none"> • Demonstrate professional conduct as expected by an employee of the Cook Islands Public Service • Participate fully and effectively in the performance management system 	<ul style="list-style-type: none"> • Demonstrates professional conduct at all times • Complies with the values and code of conduct of the CIPS • Complies with the requirements of the MOE performance management system • Participates in relevant professional development opportunities • Meets all expected deadlines and reporting requirements as directed by the Manager.

WORK COMPLEXITY:

<i>Indicate Most challenging duties typically undertaken:</i>	
1	Receptionist duties - responsible for operating the online phone system used at the Ministry. Customer service skills are essential as the first point of contact for enquiries, public relations and carrying out administrative services.
2	Sound computer skills – inputting and processing data, monitoring training room booking and transport systems, word processing, MS Office software.
3	Photocopying, printing, emailing –expertise requiring the use of a copier, scanner, printer and other equipment used in the Ministry and troubleshoot simple repairs
4	Inwards and Outwards Correspondence - organising HRM files and information either electronically, digitally or with paper filing systems
5	Maintain HRM personnel file archives and database

AUTHORITY:

The Receptionist has the following levels of authority:

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS:

The Receptionist is required to undertake the following human relations skills in dealing with other personnel and external contacts.

Internal	Nature of Contact	External	Nature of Contact
Secretary, Director and HRM Staff	Administrative, clerical support, maintaining reception area, phone system, filing, collegial support, supervision, personal development and other matters as required (Light)	General Public	Provide receptionist services and care, responsive to queries, 'face' of the Office, other matters as required (Routine)
Other MOE Office Staff	Administrative support, responding to queries, payroll, leave and other matters as required (Medium)	Government Agencies, private sector, NGO	Receptionist services, other matters as required (Routine)
School/CITTI staff	Responding to queries, forwarding on messages, other matters as required (Heavy)		

QUALIFICATIONS:

Level of education required to perform the functions required of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (specific qualification for job)
NCEA Level 2 or Sixth Form Certificate with passes in Computing and English/CI Maori	<ul style="list-style-type: none"> Certificate in Business Administration/Computing First aid certificate

EXPERIENCE:

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> Maturity and a minimum of 3-4 years' office experience with an understanding of the Cook Islands language and culture. Basic knowledge of first aid 	<ul style="list-style-type: none"> A minimum of 5 years' experience in a similar position Fluency in both written and conversational Cook Islands Maori

KEY SKILLS/ATTRIBUTES/JOB SPECIFIC COMPETENCIES:

Level of ability required for the job	
Expert	Customer Focus - Working to achieve total customer satisfaction (includes internal and/or external customers).

Advanced	<p>Interpersonal Skills - Establishing and maintaining relationships with staff, schools and stakeholders to improve the overall effectiveness of the position. Be able to stay calm in difficult situations.</p> <p>Communication Skills - adjusting language or terminology to the characteristics and needs of the customer.</p> <p>Be patient, tactful, diplomatic and approachable, and able to deal with people who are stressed or upset.</p> <p>Good understanding of HR policies and processes, keeps information confidential</p> <p>Attention to detail – ability to accurately check processes, tasks and /or information no matter how small.</p> <p>Sensitivity towards and understanding of Cook Islands culture</p>
Working	<p>Collaboration - Working effectively as part of a team and with others in the Ministry, and stakeholders to accomplish tasks.</p> <p>Safety Awareness - Acting to improve conditions that affect employee safety.</p> <p>ITC - be able to operate relevant MSOffice software including Outlook, word processing, spreadsheets and other software as appropriate, to Level 2</p> <p>An ability to respond to changing situations in a flexible manner in order to meet current needs.</p>
Awareness	Knowledge of Education Sector mandates (Education Act, EMP, SOI)

CHANGE TO JOB DESCRIPTION:

Changes to the Job description may be made from time to time in response to the changing nature of the Ministry's work environment - including technological or statutory changes.

Approved:

Head of Ministry - Secretary of Education

Date

Employee

Date