 **SAMOA BUREAU OF STATISTICS**

**JOB DESCRIPTION**

**Position Title: Registry Clerk**

**Division/Section: Births, Deaths and Marriages Division**

**Salary Grade: A3, $7,453.00 pa**

**Location: DBS Ground Floor.**

**Position Code: BS001052**

**Supervisor Code: BS001004**

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| Overview of Ministry |

The Samoa Bureau of Statistics operates is the *leader in providing relevant, quality statistics for the benefit of Samoa*. This will be achieved through its mission to help *users make informed decisions and track progress by providing relevant, quality statistical information and services from a statistical system developed through effective partnerships.*

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| Purpose of Position |

The Registry Clerk reports directly to the Deputy Registrar Unit and is responsible for customer services, mail delivery, telephone operator as well as office cleaning.

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| Key Relationships |

**Responsible to:**Registrar

**Responsible for:**Nil

**Functional relationships:**Internal: 8 divisions

External: General Public, Citizens and Non-citizens of our Country

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| Key Responsibilities |

**KRA 1: Mail Delivery and Correspondence are dispatched on a timely basis**

* Ensure all incoming and outgoing mails are properly recorded and dispatched on time.
* Ensure all correspondences are properly filed and stored in a safe place.
* Ensure confidentiality of mails and must be used for intended purposes only.

**KRA 2: Office Assistant and Cleaner**

* Clean and empty daily rubbish bin every morning and every evening.
* Maintain cleanliness of the office every time.
* Prepare refreshments for coffee meetings, trainings and workshops.

**KRA 3: Customer Service**

* Responsible for answering the office telephone and transferring calls to responsible personnel.
* Ensure that incoming customer’s requests are attended to as soon as possible.

**Job Competencies/Specifications)**

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| **MERIT** | **Job Competencies** | **Descriptors** |
| **SKILLS & ABILITIES** | 1. Basic Problem Solving Skills 2. Communication and Presentation Skills 3. Achieves and Deliver Results | * Understands and explain in a logical manner actions taken when dealing with a common problem. * Undertakes operational tasks and being able to resolve on the spot basic issues on operations or administration. * Communicates clearly in written and verbal. * Conveys and reports basic information on operational requirements and related issues. * Understands the organization’s direction through the implementation of set work tasks towards the achievement of divisional objectives. * Shows willingness to perform given tasks to motivate others. |
| **PERSONAL ATTRIBUTES** | 1. Commitment and Personal Drive 2. Integrity 3. Ethics and Values | * Work effortlessly in any circumstances * Committed to the work, team and organisation by cooperating in team activities and valuing the input of staff at every level * Acts with integrity at all times * Demonstrates transparency in work operations and being able to explain own actions * Role models professionalism and objectivity in approach to sensitive matters. * Familiar with the Code of Conduct * Role models the SPS values of honesty, impartiality, service, respect, transparency, accountability, efficiency and effectiveness. |
| **EXPERIENCE & PASTWORK PERFORMANCE** | Relevant experience. | *Experience and knowledge in relevant area or as per job requirement e.g. Office Administration* |
| **QUALIFICATIONS** | PASS SSLC and SC | * Pass in English and Samoan (Grade 4) |