



# SAMOA BUREAU OF STATISTICS

## JOB DESCRIPTION

<b>Position Title:</b>	<b>Receptionist</b>
<b>Division/Section:</b>	<b>Corporate Service and Strategic Division</b>
<b>Salary Grade:</b>	<b>A3, \$7,307.00 per annum</b>
<b>Location:</b>	<b>Gov't Bldg. Level 1.</b>
<b>Position Code:</b>	<b>BS001076</b>
<b>Supervisor Code:</b>	<b>BS001005</b>

### Overview of Ministry

The Samoa Bureau of Statistics operates as 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.

### Purpose of Position

The Receptionist is responsible for greeting clients and visitors to the office. In charge of contacting employees regarding clients, answering phones and taking messages, receiving incoming mails for the office.

### Key Relationships

<b>Responsible to:</b>	HRC/ ACEO and Principal HR Officer
<b>Responsible for:</b>	Nil
<b>Functional relationships:</b>	Internal: Government Statistician, Management and Staff of SBS External: Government Ministries

### Key Responsibilities

#### KRA 1: Meeting and Greeting Clients

- Welcoming visitors and attend to their requests on time.
- Contacting employees regarding visitors, answering calls and taking messages.
- In charge of giving office client directions upon enquiries regarding office
- Maintain a safe and clean reception area at all times.

#### KRA 2: Compile Monthly Reports

- Prepare and compile report on number of incoming calls and visitors received by the Bureau on a monthly basis.
- Collect questionnaires and provide a written report on customer feedback.

- Ensure to display our service charter/ divisions, brochures, and releases on the notice board for customers use.

### **KRA 3: Other Administrative Duties**

- Assist in receiving office mails and delivering outgoing mails.
- Assist office assistant in preparation of refreshment for office meetings, in charge of conference room bookings.
- In charge of conference room bookings
- Assist in making file copies for office records.

### **Job Competencies/Specifications)**

<b>MERIT</b>	<b>Job Competencies</b>	<b>Descriptors</b>
<b>SKILLS &amp; ABILITIES</b>	1. Communication and Skills	<ul style="list-style-type: none"> <li>• Communicates clearly in written and verbal.</li> <li>• Correspond, convey and report in sequential order information and work related matters to minimize misinterpretation.</li> <li>• Possess a strong understanding of key issues, use of effective delivery tacts for a convincing and balanced rationale.</li> </ul>
	2. Basic Computing Skills	<ul style="list-style-type: none"> <li>• Have good basic skills in computer programs namely Microsoft word, excel and powerpoint.</li> </ul>
	3. Public Relations	<ul style="list-style-type: none"> <li>• Establish, built and maintain positive work relationships with colleagues and stakeholders.</li> <li>• Treat clients with respect and courtesy to foster positive work relationships.</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	4. Commitment and Personal Drive	<ul style="list-style-type: none"> <li>• Work effortlessly in any circumstances</li> <li>• Committed to the work, team and organisation by cooperating in team activities and valuing the input of staff at every level</li> <li>• Work together to achieve a common purpose.</li> </ul>
	5. Integrity	<ul style="list-style-type: none"> <li>• Acts with integrity at all times</li> <li>• Demonstrates precision in work operations and being able to explain own actions</li> <li>• Role models professionalism and objectivity in approach to sensitive matters.</li> </ul>
	6. Ethics and Values	<ul style="list-style-type: none"> <li>• Familiar with the Code of Conduct</li> <li>• Role models the SPS values of motivate other in the timely delivery of work results.</li> </ul>

<b>EXPERIENCE &amp; PASTWORK PERFORMANCE</b>	Relevant working experience.	<i>Relevant experience and knowledge in serving customers and answering telephones and administrative duties.</i>
<b>QUALIFICATIONS</b>	Minimum pass in Senior Secondary Leave Certificate and School Certificate.	<ul style="list-style-type: none"> <li>• A good grade in English, Samoan and Computing.</li> </ul>