



## MINISTRY OF LOCAL GOVERNMENT

**ROLE DESCRIPTION:** MESSENGER/CLEANER - [1 POST]

### CORPORATE INFORMATION

1. Salary Band : Band A
2. Salary Range: \$8,849.10 - \$11,345.00

*\*Additional performance payments may be available for our highest performers, in accordance with the Public Service Commission guidelines.*

3. Duty Station: Corporate Services Division [HQ]
4. Reporting Responsibilities:
  - a) Reports to : Principal Administrative Officer (Human Resources) through Administrative Officer
  - b) Liaises with : Internal -
    - Principal Administrative Officer (Human Resources) & Administration
    - Staffs of Corporate Service Unit
    - All Sections of the MinistryExternal -
    - Line Ministries & Department, Statutory Bodies, suppliers and donor agencies and International Organizations.
  - c) Subordinates : None

### POSITION PURPOSE

The primary purpose of this post is to provide efficient and effective messenger and cleaning service for the Ministry.

### KEY RESPONSIBILITIES

The position will achieve its purpose through the following key duties:

1. Provide timely and appropriate catering services for official meetings;
2. Receives and delivers timely and accurate messages;
3. Attend to front desk customers and directs them to relevant services/offices and serves customers/clients at the front desk and addresses their queries;
4. Perform clerical and administrative tasks and update directory information at the front desk.
5. Maintain daily office reception hygiene and beautification; and
6. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting, and human resource activity where required.

## **KEY PERFORMANCE INDICATORS**

Performance will be measured through the following indicators:

1. Timely and accurate advice is provided to ensure a consistent approach to operational activities.
2. Timely and accurate delivery of services that support customer/stakeholders requests and/or requirements, compliant with standard operating procedures.
3. Build, maintain and sustain professional relations with stakeholders, suppliers and customers through timely communication that enables delivery of activities within agreed timeframes.

## **PERSON SPECIFICATION**

In addition to a School Leaving Certificate or similar with the following Knowledge, Work Experience, Skills and Abilities required to successfully undertake this role:

### **Knowledge and Experience**

1. At least 6 to 12 months experience working on a broad range of customer service operations.

### **Skills and Abilities**

1. Good communication skills and the ability to tactfully deal with employees within the required legislative and policy framework;
2. Ability to follow instructions and meet set timeframes;
3. Demonstrated ability to work cooperatively within a team environment;
4. Demonstrated ability to maintain confidentiality at all times;
5. Capacity to utilize computer programs to support the operations of complex organization; and
6. Service oriented approach with a commitment to supporting the operational/corporate environment of the organization.

### **Personal Character and Eligibility**

Applicants for employment must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under Age 60, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Ministry is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. All applicants must address the specific knowledge, experience, skills and abilities required for the job, as this criteria will be considered in assessing the relative suitability of applicants.