



ROLE DESCRIPTION: Clerical Officer

CORPORATE INFORMATION

1. **Position Level:** Salary Band C
2. **Salary Range:** \$12,081.69 to \$15,489.35
3. **Duty Station :** Suva Nausori, Navua, Sigatoka, Nadi, Lautoka, Ba, Rakiraki, Korovou, Labasa, Savusavu, Nabouwalu, Vunisea, Tavua, Vunidawa, Taveuni, Lakeba, Keiyasi and Levuka.
4. **Reporting Responsibilities;**
 - a) **Reports To:** Registrar General
 - b) **Liaises with:** Customers, peers, and other stakeholders.
 - c) **Subordinates:** Nil

POSITION PURPOSE

This position contributes to improving the overall service delivery and customer experience of the Ministry of Justice by providing consistent professional frontline counter service and back office administrative support to members of the public seeking BDM services.

KEY DUTIES

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

1. Follow Standard Operating Procedures (SOPs), processes and guides when managing the Customer relationship related tasks at the frontline counter or in the back office;
2. Assist Customers via telephone, online and correspondence;
3. Handle Customer feedback and complaints in a professional manner, escalating issues to supervisors if necessary to ensure positive resolutions;
4. Focus on self-development of all aspects and functions of customer service skills;
5. Identify potential improvements in SOPs and guidelines and discuss with Supervisor;
6. Ensure consistency between electronic and manual records;
7. Provide timely reports to the required standard; and
8. Actively contribute to all corporate requirements of the Project, including planning and HR activities where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Customer service operations are efficient and professional in the front office customer facing activities and back office administration and all tasks are in accordance with approved policies and SOPs;

2. Self-development is evident in terms of upskilling in aspects of Customer Service;
3. All customer issues are escalated or resolved within SOP timelines; and
4. All reports at the required standard are submitted in a timely manner with accurate and relevant data.

PERSON SPECIFICATION

In addition to successful completion of Fiji Seventh Form Examination or Foundation Studies (or equivalent work experience), the following knowledge, experience, skills and abilities are required to successfully undertake this role:

Knowledge and Experience

1. Knowledge of aspects and functions of record keeping and data management; and
2. Understanding of the Fijian Constitution (2013).

Skills and Abilities

1. Service oriented approach, with a commitment to supporting the operational environment of the Ministry;
2. Good communication skills and the ability to tactfully deal with customers;
3. Demonstrated ability to work cooperatively within a team;
4. Ability to follow instructions with high level attention to detail and accuracy;
5. Capacity to utilize computer programs to support the work operations; and
6. Demonstrated ability to maintain confidentiality.

Personal Character

All applicants for employment in the Ministry of Justice must be of good character, with a background that demonstrates their commitment to the public service values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under age 55, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.

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