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## ROLE DESCRIPTION: Clerical Officer

### CORPORATE INFORMATION

1. **Position Level:** Salary Band C
2. **Salary Range:** \$14,095.31 to \$15,489.35
3. **Duty Station :** Lautoka and Suva
4. **Reporting Responsibilities;**
  - a) **Reports To:** Section Head
  - 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 RESPONSIBILITIES

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

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 a Diploma in Office Administration, Public Administration and Business Administration (or equivalent work experience), the following knowledge, experience, skills and abilities are required to successfully undertake this role:

### **Knowledge and Experience**

1. At least 2 years practical working experience in a similar discipline in a public or corporate environment;
2. Understanding teams and how to work within a high performing team;
3. Understanding of the Fijian constitution 2013 and applicable laws of Fiji; and
4. Knowledge of aspects and functions of record keeping and data management;

### **Skills and Abilities**

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

### **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.