

FIJI IMMIGRATION DEPARTMENT

ROLE DESCRIPTION: EXECUTIVE OFFICER - REGISTRY

CORPORATE INFORMATION

1. **Salary Range:** \$20,506.50- \$25,877.25 (BAND E)

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

2. **Contract Term:** Permanent Appointment
3. **Duty Station:** Suva
4. **Reporting Responsibilities:**
- a) **Reports To:** Manager HR
 - b) **Liases With:** Internal and External stakeholders
 - c) **Subordinates:** Clerical Officer Registry

POSITION PURPOSE

The position is responsible for the controlling and coordination of Registry by ensuring that records are effectively managed as per Registry procedures

KEY RESPONSIBILITIES

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

- Efficient and effective monitoring and recording of file movements (Collect inward mail, register, file in inward file, forward it to Management, file and distribute files to appropriate staff and also receive, register and post outward mail)
- Adherence to Registry procedures in the administration of the Registry
- Ensure the proper documentation and maintenance of files.
- Ensures that closed files are properly stored and sent to the Archives when due. They also retrieve closed files for staff upon demand.
- Manage customer relationship related tasks: over the counter customer service, telephone enquiries, conducting searches for customers,
- Administer file census
- Prepares and submits to Supervisor the weekly, monthly, quarterly and annual report for the Registry unit.
- Attends monthly meetings and all meetings called by Supervising Officer
- Actively contribute to all requirements, including planning, budgeting and corporate/ Human Resource Management activities as required

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. All customer issues are escalated or resolved within SOP timelines;

2. Provide efficient and effective Administrative Support and ensuring timely, proper and sound advice to Management
3. Ensure timely and accurate filing of input and correspondence for Management viewing
4. Timely submission of quality reports and proper record.

PERSON SPECIFICATION

In addition to a Degree in Office Management, Public Administration or Business Administration (or equivalent work experience) or another relevant field, the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role:

KNOWLEDGE AND EXPERIENCE

1. At least two (2) years of work experience in administration and management of logistics or similar field;
2. Understanding of the Fijian Constitution (2013); and
3. Practical working experience, supervising and monitoring staff performance and reporting to management on daily operations

SKILLS AND ABILITIES

1. Strong communication skills and the ability to tactfully deal with staff and customers within legislative and policy parameters;
2. Demonstrated ability to supervise staff: organize, motivate, train, monitor and record;
3. Ability to follow instructions and meet deadlines;
4. Demonstrated ability to maintain confidentiality;
5. Knowledge of Microsoft (Word and Excel) Programs and basic typing skills
6. Capacity to utilize computer programs to support the operations of the organization; and Service oriented approach, with a commitment to supporting the Operational/Corporate environment of the Ministry

PERSONAL CHARACTER AND ELIGIBILITY

Applicants for employment within the Fiji Civil Service must be Fijian Citizens, under the age of 60, in sound health with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance prior 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.