



Government of Samoa  
*Malo o Samoa*

# **MINISTRY FOR PUBLIC ENTERPRISES**

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## **PERMANENT EMPLOYMENT**

# **APPLICATION INFORMATION PACKAGE**

## **POSITION - RECEPTIONIST**

## A. BEFORE YOU APPLY:

1. **Read the Job Description carefully:** The Job Description describes the roles and responsibilities of the position.
2. For your application to be considered you must complete **ALL** requirements of the Application Package
  - **Job Application Form – Form 2**For an application to be considered by the selection panel, all sections of the Application Form 2 **MUST** be completed and signed.

When supplying the names and details of three referees please ensure that they are able to comment on your past work performance in relation to the job you are applying for.

It is imperative to address all job competencies and using examples to demonstrate how they meet them in particular.

  - **Application Statistic Form – completed and signed**
  - **Copies of all academic achievements/qualifications/training etc.**
  - **Updated Curriculum Vitae**
  - **3 Referees and/or their details i.e (email addresses & phone numbers)**

## B. SUBMISSION OF APPLICATION

- a. All applications should be addressed to:  
The Chief Executive Officer  
Ministry for Public Enterprises  
Level 1, SNPF Plaza.  
Apia, Samoa
- b. All Applications can be submitted using the following options;
  - MPE Office – Level 1, SNPF Plaza
  - Email: [faleula.sakaria@mpe.gov.ws](mailto:faleula.sakaria@mpe.gov.ws)
- c. All Applications for the position will be closed on **24<sup>th</sup> November 2021 at 5:00pm**

**LATE APPLICATIONS WILL NOT BE CONSIDERED!!**

## C. ABOUT THE POSITION:

JOB DESCRIPTION	
Position Title	Receptionist
Position Code	PE000041
Division	Corporate Services Division(CSD)
Salary Grade	A4 – A5
Salary Range	\$9,097 - \$10,981
<b>Ministry's Purpose</b>	
To monitor and assess the performance and quality of service delivery by Public Bodies to ensure they are making a valuable contribution to economic and social development.	
<b>Divisional Purpose</b>	
To ensure excellence in Human Resources Development, practices and provision of support services in finance, Administration, public relations, Information technology, policy and planning, legal advice, records management and transportation for enhanced performance.	
<b>Purpose of the Position</b>	
To provide administrative and customer service support toward ensuring efficient and effective services to the public and Ministry.	
<b>Key Relationships</b>	
Responsible to:	Assistance Chief Executive Officer (Corporate Services) through the Principal HR & Administration Officer
Responsible for:	
Functional Relationships	<ul style="list-style-type: none"> <li>❖ Government Ministries</li> <li>❖ Public Bodies</li> <li>❖ Private Sector</li> <li>❖ Local and overseas media</li> <li>❖ General public and local communities</li> <li>❖ Ministry Divisions.</li> </ul>
<b>Key Responsibilities &amp; Duties</b>	
<b>Customer Service</b> <ol style="list-style-type: none"> <li>1. Greet all walk-in clients at the main counter and referring them to appropriate staff members and/or responding to their enquiries or requests at the front desk.</li> <li>2. Timely answering of the main board and direct calls correctly and takes enquiries where necessary.</li> <li>3. Received all incoming mail and correspondences.</li> </ol> <b>Administrative Duties:</b> <ol style="list-style-type: none"> <li>4. Monitor and update the office attendance ensuring attendance book is marked from 9:10am on a daily basis.</li> <li>5. Update training database for local and overseas trainings attended by staff.</li> <li>6. Register all incoming mail into records database.</li> </ol>	

7. Assist in maintaining the Division's records and filing system.
8. Assist with logistics for office trainings/workshops, meetings and consultations.
9. Assist with general administrative duties for the Division such as typing, printing, photocopying and binding of documents.
10. Perform any other relevant duties as required from time to time.

#### **Selection Criteria**

<b>Merit</b>	<b>Job competencies</b>	<b>Descriptions</b>
<b>Skills and Abilities</b>	Delivered/Achieved results/outcomes	<ul style="list-style-type: none"> <li>• Understands the Ministry's direction through performing work that leads to the achievements of divisional goals.</li> <li>• Shows willingness to perform given tasks pursues the timely delivery of work results.</li> <li>• Ensures the close monitoring of planned targets to achieve expected results.</li> </ul>
	Communication	<ul style="list-style-type: none"> <li>• Ability to communicate in Samoan and English in a clear manner (verbal and written).</li> <li>• Convey and reports basic information on operational requirements.</li> </ul>
	Building And sustaining relationships	<ul style="list-style-type: none"> <li>• Customer focused and committed to effective service delivery.</li> <li>• Able to form and maintain relationships with people at all levels.</li> <li>• Supports team work and building relationships with team members to maintain morale.</li> <li>• Promotes and supports the purpose of the organization.</li> </ul>
<b>Personal Attributes</b>	Commitment and Drive	<ul style="list-style-type: none"> <li>• Shows willingness to perform given tasks and pursues the timely delivery of work results.</li> <li>• Committed to the work, team and the Ministry and works together to achieve a common purpose.</li> <li>• Works effortlessly in any circumstances.</li> </ul>
	Integrity	<ul style="list-style-type: none"> <li>• Is honest and acts with integrity all the time.</li> <li>• Serves the government of the day irrespective of personal preferences.</li> <li>• Role models the Public Service values.</li> </ul>

		<ul style="list-style-type: none"> <li>• Familiar with the Public Service Code of Conduct.</li> </ul>
	Flexibility	<ul style="list-style-type: none"> <li>• Familiar with the Public Service Code of Conduct.</li> <li>• Able to work over time when needed.</li> <li>• Able to perform additional duties as required contributing to the work of the Division and/or Ministry.</li> </ul>
<b>Experience &amp; Past Work Performance</b>	Relevant working experience in customer service/receptionist/secretariat or administrative work.	
<b>Qualification</b>	Certificate in Office Management or other relevant field of study.	