



OFISA O LE KOMISI O FAIGA PALOTA

OFFICE OF THE ELECTORAL COMMISSION

"O lau palota, o lou leo | Your vote, is your voice"

Please address all correspondence to the Electoral Commissioner

30 Mulinuu Road
 P.O Box: 219 APIA
 (685) 8424538 | 8428830 | 8425967
 helpdesk@oec.gov.ws
 www.facebook.com/oecsamoas
 www.oec.gov.ws

Job Description

RECEPTIONIST

Our Vision: To become a leading electoral management institution in the Pacific region that conducts free, fair and inclusive elections and referendums

Our Mission: Strengthening our partnership with key stakeholders to implement robust voting and electoral systems that mirrors international best practices in accordance with the law and serving the people of Samoa to the highest standards envisioned in our Service Charter

VALUES OF THE OFFICE OF THE ELECTORAL COMMISSIONER

Honesty - Acting honestly, being truthful, and abiding by the laws of Samoa	Impartiality - Providing impartial advice, acting without fear or favour, and making decisions on their merits	Service - Serving the people well through faithful service to the Government
Respect - Treating the people, the Government, and colleagues with courtesy and respect	Transparency & Accountability - Taking actions and making decisions in an open way, being able to explain the reason for actions taken, and taking responsibility for those actions	Efficiency & Effectiveness - Achieving good results for Samoa in an economical way

Independence - Maintain independence in decision-making and action

DIVISIONAL PURPOSE

To provide a professional and enabling business environment to support our core business

JOB DETAIL SUMMARY

Position	RECEPTIONIST
Position Code	EV000035
Division	CORPORATE SERVICES
Grade	A4
Salary	Salary Min: \$10,963.00 p.a.
Responsible to	Principal Accounts and Administration Officer
Responsible for	Being the point of contact for the Office in greeting walk-in customers, handling front-line communication, and managing front desk operations
Number of Staff holding this post	0
Number of staff supervised	0

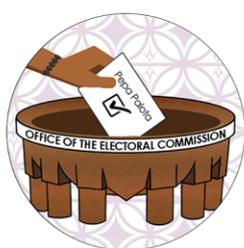
KEY RESULT AREAS

Customer Service	Incoming correspondence	Receptionist Area	Individual Workplan
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RESPONSIBILITIES AND DUTIES

1. Customer Service

- a. Warmly and respectfully greet OEC customers and direct them to required services
- b. Handle telephone calls professionally by forwarding calls, taking messages, and ensuring compliance with the time frame noted on the OEC Service Charter.
- c. Assist the Executive Assistant with EC/Management appointments and meetings with external stakeholders.



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2. Incoming Correspondence

- Receive, stamp, and record all incoming correspondence on the Manual Register
- Refer all incoming correspondence to the Records team, and ensure all is signed off
- Perform all clerical work when required.

3. Receptionist Area.

- Monitor access to ensure all walk-in customers are settled in comfortably
- Maintain a log of visitors and walk-in customers
- Ensure reception and waiting areas are tidy and professional at all times.

4. Individual Workplans and Reports

- Be able to develop a daily and annual individual work plan
- Prepare monthly reports for Administrative Records

JOB COMPETENCIES / SELECTION CRITERIA

SKILLS & ABILITIES:

i. Communication Skills:

- Excellent verbal and written communication for clear and concise interactions in person, email, and on the telephone.
- Ability to communicate clearly both orally and in writing in Samoan and English.

ii. Interpersonal Skills:

- The ability to serve customers in a friendly, professional, and approachable manner is crucial for creating a first impression and building good relationships with members of the public

iii. Computer Skills:

- Well-versed with Computer equipment and Microsoft Office programs.

PERSONAL ATTRIBUTES:

i. Polite:

- Welcome customers and visitors in a friendly manner
- Must have a positive attitude when interacting with customers and staff members
- Professional and respect people and other colleagues' personal boundaries

ii. Patience

- Ability to endure difficult circumstances
- Remain calm and collected when dealing with difficult circumstances
- Ability to understand and respond accordingly in a calm manner.

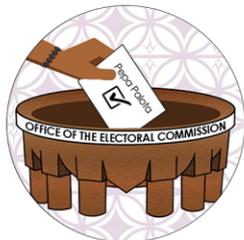
iii. Open-minded:

- Important to be culturally sensitive.
- Open to new people and new ideas.

EXPERIENCE:

i. Experience

- Have at least 3 years of experience in Receptionist or Office Administration



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ii. Past Work Performance

- Attach references from previous employment

QUALIFICATIONS:

i. Academic qualifications and training attended

- A minimum qualification of a Certificate in High School or a relevant or recognized Certificate from another Institution.
- Attended training relevant to the position