



**Infrastructure Cook Islands  
GOVERNMENT OF THE COOK ISLANDS**

PO Box 102 Rarotonga Cook Islands Phone (682) 20321 www.ici.gov.ck

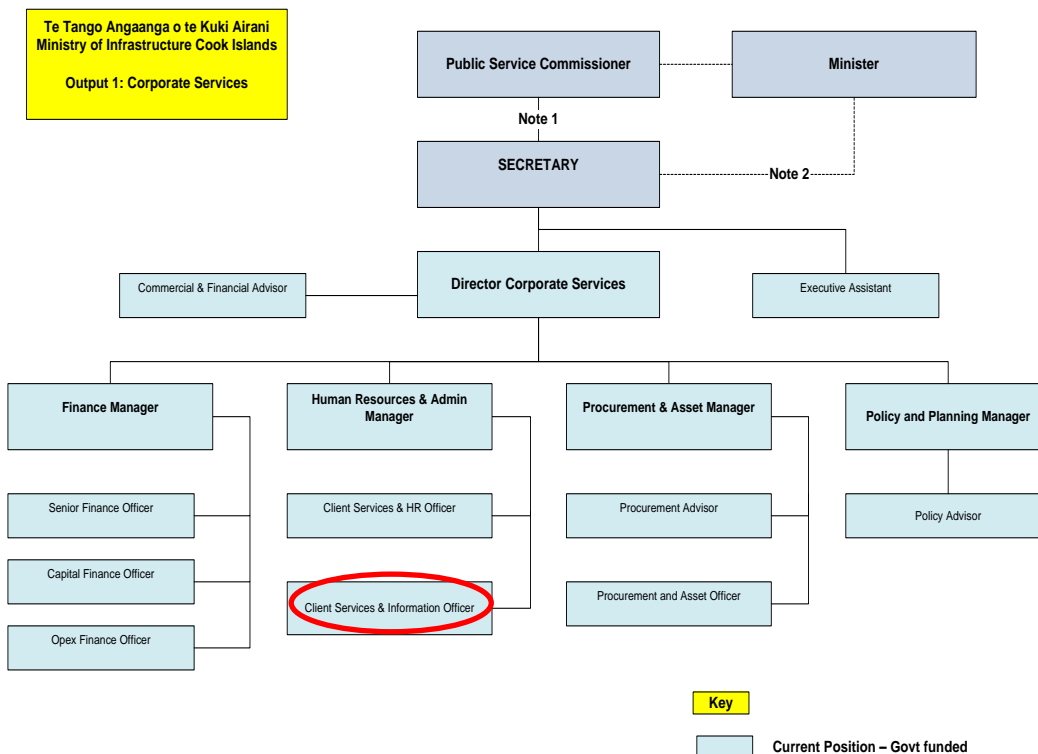
**POSITION SUMMARY**

<b>Job Title:</b>	Client Services & Information Officer
<b>Division:</b>	Corporate Services
<b>Responsible To:</b>	HR Manager
<b>Responsible For:</b>	Nil
<b>Job Purpose:</b>	Provide customer services to ICI and customers in a professional manner Administer ICI's Service delivery database Provide Administrative support to Corporate Services Provide Human Resources (HR) and administrative support to the HR Manager and the Corporate Services division
<b>Job Classification:</b>	Service Delivery, Corporate Support, Governance
<b>Job Band:</b>	
<b>Date updated:</b>	May 2020

**AGENCY VISION**

Infrastructures Cook Islands overarching vision is; **“Driving our Infrastructure for Better Quality of Life”**. Our mission is to **“Lead our Infrastructure development to grow the economy, improve livelihoods and build resilience”**.

**ORGANISATIONAL STAFFING STRUCTURE**



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p><b>KRA 1: Information and Document Management</b></p> <ul style="list-style-type: none"> <li>• Provide information to the public on the fees charged</li> <li>• Carry out all word processing, emailing and filing of all service application forms for customers and submit to appropriate divisions for endorsement</li> <li>• Assist customers with entering details on service forms when requested</li> <li>• Receive and process payments from customers</li> <li>• Compile and maintain the receipt analysis of fees paid to the Ministry</li> <li>• Prepare banking to go to the bank</li> <li>• Process service updates onto the Ministry's database</li> <li>• Update and maintain record of services on excel spreadsheet (Building permits, Electrical Permits, New Water Connections, Road Excavation, WOF, and Waste Recycling)</li> <li>• Scan legislations, office reports and documents into electronic database</li> </ul>	<ul style="list-style-type: none"> <li>• Information provided to the public is accurate</li> <li>• Forms are completed accurately</li> <li>• Services are provided to customers in a timely manner</li> <li>• Service fees are entered accurately and reconciled daily</li> <li>• Money deposited to bank daily</li> <li>• Database is updated and current</li> <li>• Records of services are maintained and current</li> <li>• Electronic files are updated in a timely manner</li> <li>• Display posters are current</li> <li>• Notices are advertised in a timely manner</li> </ul>
<p><b>KRA 2: Communication &amp; Risk Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate writing, editing and layout of display posters for reception and notices of fees schedule to the public</li> <li>• Coordinate the holiday notices and office closure notices and ensure advertised in various mediums</li> <li>• Support the Corporate Service Director with the printing and photocopying of material</li> <li>• Effectively communicate current activities and internal memos</li> <li>• Co-ordinate meeting venues and inform staff</li> <li>• Ensure office is equipped with first aid kit and other disaster supplies</li> <li>• Ensure office supplies are ready during cyclone season</li> </ul>	<ul style="list-style-type: none"> <li>• Display posters are current</li> <li>• Notices are advertised in a timely manner</li> <li>• Material is printed and photocopied in a timely manner</li> <li>• Staff are kept informed at all times</li> <li>• Business recovery plans are implemented</li> <li>• Checklist of supplies are carried out regularly</li> </ul>
<p><b>KRA 3: HR Payroll</b></p> <ul style="list-style-type: none"> <li>• Maintain and manage the staff electronic timesheet register and ensure staff send hours to division heads</li> <li>• Ensure Directors submit electronic staff timesheets on a weekly basis</li> <li>• Prepare and submit HoM's timesheets to OPSC</li> <li>• Update HoM's leave records to match travel documentation and timesheets</li> <li>• Advise staff on HR matters relating to ESS</li> <li>• Maintain and manage leave applications in ESS</li> <li>• Ensure division overtime timesheets are updated and signed by Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Timesheet registers are updated and signed by staff</li> <li>• All leave is recorded in ESS</li> <li>• Division overtime timesheets are signed by Manager</li> <li>• Overtime data is accurate and entered in a timely manner</li> <li>• Secretarial and administrative tasks assigned by the Human Resources Manager are undertaken in a timely manner</li> <li>• Timely advice given to staff</li> </ul>

<ul style="list-style-type: none"> <li>• Maintain and upload signed overtime hours on excel spreadsheet</li> <li>• Prepare email and documents for signed overtime to MFEM Payroll</li> <li>• Provide secretarial and administrative services to the Human Resources Manager</li> </ul>	
<p><b>KRA 4: Customer Services &amp; Division Administration</b></p> <ul style="list-style-type: none"> <li>• Meet and greet all face to face visitors of the Ministry and direct them to their requested destinations</li> <li>• Ensure receptionist area provides a clean and welcoming environment</li> <li>• Providing pleasant phone customer services</li> <li>• Receiving and relaying incoming calls and messages, correspondence and reports</li> <li>• Manage the booking of the board room and the electronic calendar</li> <li>• Clear the mail box and deliver all correspondence</li> <li>• Record, prioritise, reply to or delegate to managers all incoming correspondence</li> <li>• Manage and maintain a correspondence register</li> <li>• Maintain open communication and coordination functions between ICI staff, including management</li> <li>• Assist the finance staff with the running of errands</li> <li>• Manage and maintain an effective filing system for the office correspondence and reports</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• No customer complaints</li> <li>• Updated meeting schedule</li> <li>• Appointments are scheduled electronically for all staff to view</li> <li>• All correspondence is recorded, prioritised, replied to or delegated to managers in a timely manner</li> <li>• Reports are filed and current</li> <li>• Communication is open</li> </ul>
<p><b>KRA 5: Other Duties</b></p> <ul style="list-style-type: none"> <li>• Ensure support services are available to the HR Manager and the Finance Manager</li> </ul>	<ul style="list-style-type: none"> <li>• All tasks assigned by the HR Manager and Finance Manager are undertaken as required</li> </ul>
<p><b>KRA 6: Self-Management and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Demonstrate self-management and continuous improvement in work performance and personal development</li> <li>• Identify and manage critical issues and risks and ensure they are effectively addressed</li> </ul>	<ul style="list-style-type: none"> <li>• Personal development and continuous improvement in work performance is evident</li> <li>• Critical issues and risks are identified and managed</li> </ul>

## WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Implement changes to the operational processes of the Office to enhance productivity
2	Being able to act proactively without supervision, and being able to anticipate the needs of the HR Manager and to follow through
3	Timesheet books signed by staff and ensuring the accuracy of payroll data
4	Prepare and maintain accurate office information, data and correspondence

## AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

<b>Financial</b>	No
<b>Staff</b>	No
<b>Contractual</b>	No

## FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Corporate Services Director & HR Manager	<b>Heavy</b> Provide guidance and advice and work plan	Customers/Public	<b>Promoting</b> Providing assistance and directing customers to relevant personnel. Processing service application forms
Corporate Services staff	<b>Heavy</b> Advice and Information on HR and administrative matters	MFEM	<b>Routine</b> Matters relating to HR
Divisional Heads and other ICI Staff	<b>Heavy</b> Information relating to administrative matters Coordination of staff activities HR Advice	OPSC	<b>Routine</b> Liaising with HR division on staff job sizing results and salary banding
		Other Govt Agencies	<b>Routine</b> To disseminate ICI updates Confirming appointments with ICI staff

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
National Certificate Level 6 in Administration or related field	National Diploma Level 5

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
3-4 years demonstrated experience in administration and finance	4-5 years demonstrated experience in administration and finance

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
<b>Expert</b>	<ul style="list-style-type: none"> <li>▪ Strong verbal and written communication and documentation skills required, with a demonstrated attention to detail.</li> <li>▪ Analytical thinking with sound judgement and decision-making skills</li> <li>▪ Strong interpersonal and conflict resolution skills</li> <li>▪ Must be able to work effectively in a team environment</li> <li>▪ Must be proficient with Microsoft Office Suite, including Project, Word, Excel, PowerPoint, and Outlook</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>▪ Ability to work wide range of stakeholders including contractors, suppliers and general public.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Problem solving skills with the ability to influence others</li> <li>▪ Familiar with Government Procurement process</li> <li>▪ Stakeholder and community group meeting participation and management</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>▪ Proficient written and oral communication skills in English and Cook Islands Maori</li> <li>▪ Workplace and work environment safety</li> <li>▪ Plans and strategies to achieve targets and adapts to changing circumstances</li> <li>▪ Able to think laterally and exercise sound judgement</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>▪ MFEM, AUDIT, ICI, CIIC policies and legislation</li> <li>▪ Understands the Public Sector planning, budgeting and performance management framework</li> <li>▪ Understands the unique Cook Islands context</li> <li>▪ Awareness of health and safety factors, office procedures and protocols</li> </ul>

### CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**Approved:**

\_\_\_\_\_

HoM/Manager

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date