



### POSITION SUMMARY

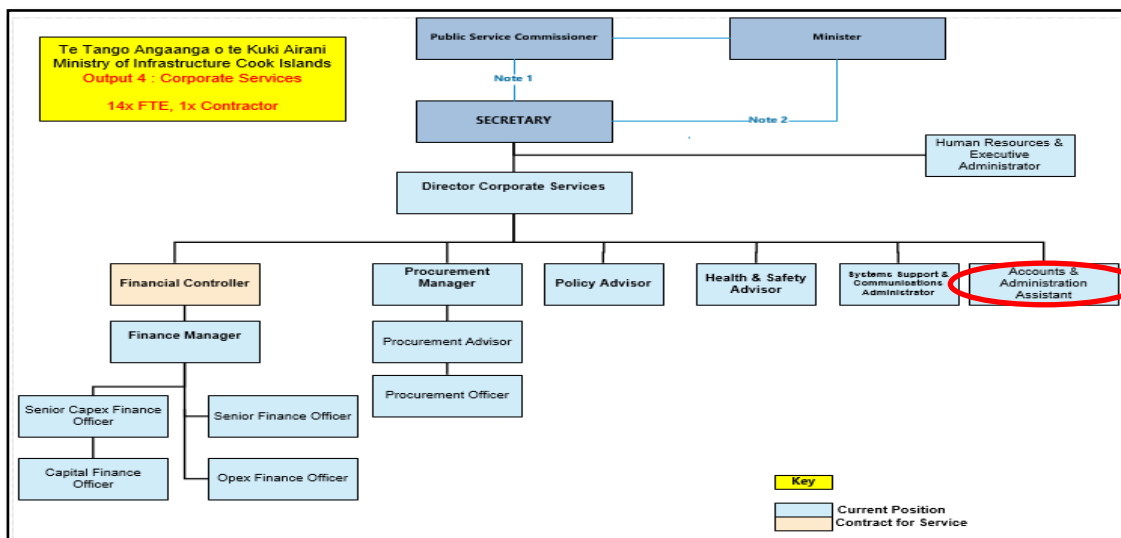
<b>Job Title:</b>	Accounts and Administrative Assistant
<b>Division:</b>	Corporate Services
<b>Responsible To:</b>	Director Corporate Services
<b>Responsible For:</b>	Nil
<b>Job Purpose:</b>	<p>The Accounts and Administrative Assistant (AAA) performs semi-skilled and skilled receptionist, clerical (accounting/bookkeeping) and administrative support work. He/she serves as the frontline customer service person for ICI and may provide secretarial, clerical and administrative support to all divisions in ICI.</p> <p>The employee is expected to exercise independence initiating, prioritizing, and performing routine work tasks. He/she is also expected to review own work results to ensure quality standards are met. The employee is required to seek Director's/or designated supervisor review and approval on all non-routine matters.</p>
<b>Job Classification:</b>	Service Delivery, Corporate Support
<b>Job Band:</b>	D
<b>Date updated:</b>	13 February 2024

### AGENCY VISION

The Ministry strives to enrich our communities through quality infrastructure development. To achieve this ICI's goals are to:

- Ensure that we deliver on our core public services.
- Deliver well planned, quality infrastructure.
- Effectively management waste.
- Deliver optimal outcomes for the Cook Islands through our people, network, systems and services.

### 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: Front office services</b></p> <ul style="list-style-type: none"> <li>• Answers phone and greets/receives ICI visitors, routing calls and referring persons to appropriate staff member or taking accurate messages.</li> <li>• Provides general information to the public and ICI staff, referring other requests to the appropriate ICI employee.</li> <li>• Manage booking of meeting rooms and the electronic calendar.</li> <li>• Receives checks and cash payments for revenues. Assists with permit applications; including, building, electrical connection, road excavation, land application permits, other trading revenues and maintains a record of receipts.</li> <li>• Ensure that front office provides a clean and welcoming environment, including display of important information for the public.</li> <li>• Coordinate events between ICI staff, including management.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are satisfied.</li> <li>• No customer complaints.</li> <li>• Updated meetings and appointments schedules.</li> </ul>
<p><b>KRA 2: Accounting support</b></p> <ul style="list-style-type: none"> <li>• Assist the finance department with routine accounting tasks, which may include, the use of automated/accounting software, post payments, reconcile, prepare receipts and bank deposits, assist with past due accounts.</li> <li>• Assist the finance department with running of errands relating to ICI's financial management.</li> </ul>	<ul style="list-style-type: none"> <li>• Accounting tasks allocated are successfully completed.</li> </ul>
<p><b>KRA 3: Administrative and clerical support</b></p> <ul style="list-style-type: none"> <li>• Provides administrative support including data entry, filing, copying, faxing, emailing, and drafting, proofing, typing and editing various correspondence and reports for efficiency and accuracy.</li> <li>• Sorts and distributes incoming mail and sorts outgoing mail, including maintenance of the correspondence register.</li> <li>• Assists with the coordination and preparation of agendas and information packets, checking materials for correctness in terms of order of documents, format/layout, and proofreading.</li> <li>• Prepares and proofreads word processed minutes and other materials for spelling, grammar and punctuation following up with corrections as needed.</li> <li>• Assist in maintaining the central shared electronic filing system.</li> <li>• Effectively communicate notices to staff and other internal memos.</li> <li>• Ensure that support services are available to the Director of Corporate Services and the HR Administrator.</li> <li>• In the absence of the HR Administrator, maintain and manage the staff electronic timesheet register and ensure staff send work hours to divisional heads; ensure that directors submit electronic staff timesheets on a weekly basis; and prepare and submit HOM's timesheets to OPSC.</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative support is successfully provided.</li> <li>• Filing systems are up to date.</li> <li>• Information provided is accurate.</li> <li>• Timesheets registers are updated and signed by staff.</li> <li>• Division overtime timesheets are signed by relevant superior.</li> </ul>

<p><b>KRA 4: 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> <li>• Performs other related tasks as assigned by the Director of Corporate Services.</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>
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### 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 and ensuring attention is provided to all areas of the job.
2	Being able respond appropriately and diplomatically to irate customers given that the employee is essentially the face of ICI.
3	The level of judgement the jobholder has to exercise, prepare and maintain accurate information, as well as being able to anticipate the needs of the Corporate Services Director and other managers where relevant to the work of the Accounts and Administrative Assistant.
4	Timesheet books signed by staff and ensuring the accuracy of payroll data.

### 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	<b>Heavy</b> – Key point of engagement within the Ministry in relation to implementing all the requirements for the role.	Customers/Public	<b>Promoting</b> – First point of contact, communications, disseminating information, providing directions, assisting with permitting processes.
Corporate Services staff	<b>Heavy</b> – Advice, administrative, clerical and financial matters.	OPSC	<b>Routine</b> – Liaising with staff on HOM timesheets and other timesheet matters in the absence of the HR Administrator.
Senior Leadership Team and other ICI staff	<b>Heavy</b> – Dissemination of information, gathering of information and coordination of matters relating to staff and the public.	Other Government Agencies	To disseminate ICI updates and managing 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.

<b>Essential:</b> (least qualification to be competent)	<b>Desirable:</b> (other qualifications for job)
National Certificate Level 4 in Administration, Accounting, related field or equivalent experience.	Post-secondary education resulting in Diploma/Degree in accounting, Secretarial/administration, or comparable vocational/technical program.

### 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.

<b>Essential:</b> (least number of years to be competent)	<b>Desirable:</b> (target number of years you are looking for)
3 – 4 years demonstrated experience in administration.	4 – 5 years demonstrated experience in administration.

### 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, with an attention to detail.</li> <li>Strong interpersonal skills 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 Word, Excel, Powerpoint and Outlook.</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>Ability to work with a wide range of stakeholders including contractors, suppliers and general public.</li> <li>Problem solving skills with the ability to influence others.</li> <li>Stakeholder and community group meeting participation and management.</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>Written and oral Cook Islands Maori.</li> <li>Knowledge of workplace and work environment safety.</li> <li>Knowledge of employee relations including management of both public/private data, records and information.</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of automated accounting/billing.</li> <li>• Knowledge of software platforms that assign tasks, track project progress, manage calendars and share documents.</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Understanding of the Cook Islands government key policies and legislations.</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