



# KOMISI O LE TOEFUATAIGA O TULAFONO A SAMOA

## SAMOA LAW REFORM COMMISSION

*Fa'amolemole fa'atutusi uma mai feso'otaiga i le Pule Fa'atonu. Please address all correspondences to the Executive Director.*

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### JOB DESCRIPTION

<b>Ministry Values</b>		
Integrity of transactions & confidentiality	Impartiality and not bias	Professional approach to service delivery
Accord Respect	Collaboration team support	Strive Excellence
	Accountability and Transparency	
<b>DIVISIONAL PURPOSE</b>		
To ensure established outputs and associated targets of the Corporate Service Unit based on effective planning and quality management are achieved.		
<b>JOB DETAILS SUMMARY</b>		
<b>Position</b>	<b>Executive Assistant and Receptionist</b>	
<b>Position Code</b>	<b>LC000005</b>	
<b>Division</b>	<b>Corporate Services Division</b>	
<b>Grade</b>	<b>A12</b>	
<b>Salary</b>	<b>\$33,449</b>	
<b>Responsible to</b>	<b>Executive Director</b>	
<b>Responsible for</b>	To provide high-quality administrative and secretarial support to ensure effective and efficient services provided for both the Executive Director and customers/clients	
<b>Number of staff holding this post</b>	1	
<b>Number of staff supervised</b>	0	
<b>KEY RESULT AREAS</b>		
Telephone Operator	Receptionist	Customer Service Strategies
Complaints Management	Secretarial Duties	Records/Information Management
Administration	Customer Service Delivery	Reporting
	Training and Capacity Building	
<b>CORE BEHAVIOURS EXPECTED OF COMMISSION STAFF ON THE JOB</b>		
Work commitment	Customer focus	Team work
<b>RESPONSIBILITY AND DUTIES</b>		
<b>TELEPHONE OPERATOR:</b> <ol style="list-style-type: none"> <li>1. Answer incoming telephone calls courteously and efficiently (within 3-5 rings), and provide accurate information to callers.</li> <li>2. Address telephone queries/complaints from the public and customers in a respectful and professional manner.</li> <li>3. Manage and refer calls to the appropriate Division.</li> </ol>		

**RECEPTIONIST:**

1. Greet customers in a professional and respectful manner, receive inquiries appropriately and direct them to the designated Division.
2. Provide effective and efficient in-person queries/complaints from the public and customers.
3. Facilitate and monitor visitors' access and maintain surveillance of office entrance.
4. Ensure that the reception area is neat, organized, and maintains a customer friendly environment (in a way that is reflective of the organizational culture).

**CUSTOMER SERVICE STRATEGIES:**

1. Recommend strategies, plans, and training programs with HRD to enhance customer service operations.
2. Assess and analyze current customer service processes, policies, and procedures to identify areas for improvement.
3. Upholds a positive public image for the Office of the Samoa Law Reform Commission (SLRC).
4. Works with energy and enthusiasm to achieve the best results for our customers.
5. Responds to the needs of internal and external customers and take responsibility for ensuring follow-up action.
6. Provide a professional quality service.
7. Tailors the service provided to appropriately meet the diverse needs of customers.
8. Encourages and recommends customer feedback and suggestions for improvement to the Office of the SLRC's services and products.
9. Identifies better ways of doing things to provide continuously improved customer service.

**COMPLAINTS MANAGEMENT:**

1. Manage the complaints management database for the SLRC.
2. Resolve and handle complaints at the front counter in a professional and ethical manner.

**SECRETARIAL DUTIES:**

1. Provide high-level secretarial and legal executive support to the Executive Director as an Executive Assistant.
2. Register Outward Correspondences or Letters and deliver them on time.
3. Screen and register Inwards Correspondences and take them to the Executive Director for further notes/instructions.
4. Assist in formatting and translating of any letter prepared by the Executive Director and if asked to edit correspondence, reports and presentations.
5. Responsible for the Executive Director's scheduled meetings, appointments, calendar and travel arrangements.
6. Responsible for the Executive Director's queries or tasks daily.
7. Always organize and prepare what's needed for meetings set by the Executive Director.

**RECORDS/INFORMATION MANAGEMENT:**

1. Ensure hard copies and e-copies of Outward and Inward Correspondences are made, filed, and saved.
2. Media Releases should be circulated in a timely manner and saved in a Shared drive for future reference.
3. Ensure inward correspondences with the Executive Director's note are circulated to noted staff.
4. Ensure effective and proper filing for all Outward and Inward Correspondences (Manual & Electronic).
5. Handle confidential information with discretion and maintain a high level of professionalism.

**ADMINISTRATION:**

1. Assist CSD with administration matters.
2. Assist in the compilation & preparation of the Annual Report for the Office every Financial Year.
3. Engage in editing, and translating documents, cabinet submissions, reports, and legal advices to the cabinet as well as Parliament.

**CUSTOMER SERVICE DELIVERY:**

1. Responsible for welcoming customers/clients using the Talofa with a Smile approach at the front desk.
2. Responsible for answering calls politely at the front desk and transferring the calls to the relevant personnel.
3. Respond to customers/clients' queries on behalf of the Commission.
4. Abide by effective communication processes and procedures in place as well as guidelines and policies.
5. Oversees and monitors customers/clients' queries and issues in relation to the work of the Commission.
6. Address and handle customers/clients' complaints and provide solutions if possible.

**REPORTING:**

1. Provide weekly updates to the Executive Director through MCSD on areas for improvement at the front desk.
2. Prepare and provide fortnightly reports on the daily operations at the front desk.
3. Prepare a weekly record of all outgoing correspondences and circulate for the staff's information.

**TRAINING AND CAPACITY BUILDING:**

1. Attend trainings on behalf of the Office in fields relating to this position.

**JOB SELECTION CRITERIA****Skills and Abilities:****1) Strategic Thinking**

- You are able to develop strategies and advice with a long-term perspective on the performance of your duties for efficient and effective service delivery.
- You integrate the 'big picture' view of goals and how to achieve them.
- You operate in the context of a whole of government approach and take the broader context into consideration.

**2) Communication Skills**

- High level of written and oral communication skills in both English and Samoan.
- You organise information logically and produce written communication which are appropriate and readily understood by the intended audience.

**3) Data Management and Analysis**

- Maintaining accurate records of customer interactions and feedback for future reference.
- Manage customer complaints registry for the SLRC.
- Monitor and analyse customer service metrics, such as call volume, response time, and customer satisfaction, to identify areas for improvement.

**4) Problem Solving**

- Demonstrates an open-minded attitude when assessing a wide range of issues and impacts within a defined context.
- Understands theoretical side of matters and application in practical situations on arising issues where relevant.
- Undertakes impartial research and being able to apply analytical thinking in assessing the pros and cons of a situation based on documented proof and rules.

- Commits to client service, builds and sustains relationships within the organization and across the public service.

**5) Planning and Organization**

- Must be well organized with the ability to serve clients in a timely and professional manner.
- Ability to set objectives and goals and break down work processes for achievement of tasks.

**6) Building and Sustaining Relationships**

- Is committed to client service, builds and sustains relationships within the Commission, across the public service, other stakeholders as well as with the public.
- Consults broadly to obtain buy-in, draws on knowledge of work partners and fosters teamwork and co-operation through sharing information.
- Capitalizes on diversity and harnesses different viewpoints to enhance the operations of the Legal Division and the Office as a whole.
- Encourages and motivates people to engage in continuous learning and empowers them through delegation of responsibilities for work.
- Communicates with precision and confidence, clearly and in an articulate manner, adapts methods of communication.
- Adapts communication style and message to meet needs, has a strong grasp of key issues and presents a convincing and balanced rationale.

**7) Delivers / achieves results**

- Focuses on activities that support organizational sustainability and streamlines processes to seek operational efficiency.
- Monitors and manages resourcing pressures for optimum outcomes.
- Oversees the implementation of multiple change initiatives with a focus on the desired outcomes. Defines high-level objectives and ensures translation into practical implementation strategies.
- Fosters a culture of achievement and ensure planned targets / projects are realistic.
- Ensure planned targets are monitored and measured and achieves expected outputs / outcomes.

**Personal Attributes:**

**8) Integrity**

- Exhibits and applies high integrity and ethical principles.
- Is indisputably trusted and operates professionally.
- Acts professionally in carrying out duties and responsibilities despite personal preferences.
- Adheres to and promotes the Samoan Public Service Values of honesty, impartiality, service, respect, transparency, accountability, efficiency and effectiveness.
- Ability to emphasize with customers; understand their needs and concerns in order to make them feel welcomed and valued.

**9) Commitment / Personal drive**

- Defines work in terms of results and pursues success with energy and drive.
- Anticipates obstacles and is prepared with contingency plans to sustain goals / objectives and keeps everyone on track.
- Helps others to define goals and plan a route for achievement.
- A high achiever with a reputation for success and quality performance.
- Sets high standards of performance for self and others.

### **10)Intellect and Judgement**

- Understands the environment affecting work of the organization and impacts on divisional level.
- Exhibits sound conceptual and analytical skills and apply intellect and knowledge in identifying critical factors and issues.
- Handles concepts and complexity proficiently, provides insight and understanding for others and appropriately integrates them into the workplace.
- Has good judgment as to what information is significant and useable in each situation.
- Demonstrates effective judgment to weigh up options and develop realistic solutions.

### **11)Creative and Innovation**

- Develops innovative ideas and methods of doing things.
- Searches for new and more effective methods, making connections between previously unrelated ideas.
- Is seen as a motivator and guide for others to generate new ideas in brainstorming sessions.

### **12) Flexibility**

- Must be able to demonstrate adaptability to changing environments, receptive to new ideas, respond accordingly to work demands and not bound by old ways of doing things.

### **Experience**

- At least 3 years of experience or proven experience as an executive assistant or in secretarial work, office administration and customer service.
- Excellent organisational and time management skills.
- Strong communication skills both written and verbal.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience with project management tools and software is an advantage.

### **Past Work performance:**

- High performance rate ( $\geq 80\%$ ).
- Reviews from former and current employers.

### **Qualification**

- A minimum qualification of a Bachelor's Degree in Business Administration, Communications, Management & Public Administration or any relevant qualification.
- Certificates from relevant trainings that were previously attended.