



## **ROLE DESCRIPTION: CLERICAL OFFICER [Births, Deaths & Marriage Office]**

### **CORPORATE INFORMATION**

1. **Position Level** : Salary Band C
2. **Salary** : \$14,006.72 - \$17,412.20
2. **Duty Station** : Labasa, travel to Provinces and districts when required
3. **Reporting Responsibilities:**
  - a) **Reports to** : Team Leader - Labasa
  - b) **Liases with** : Ministry staff, other ministries/departments and all relevant stakeholders
  - c) **Subordinates** : NIL

### **POSITION PURPOSE**

The position will be responsible for providing frontline customer service and administrative support to individuals accessing Births, Deaths, and Marriages (**BDM**) services. The role involves handling inquiries, processing applications, maintaining records, and ensuring efficient service delivery in accordance with relevant policies and regulations.

### **KEY RESPONSIBILITIES**

The position will achieve its purpose through the following key duties:

1. Serve as the first point of contact for customers seeking BDM services and assist with inquiries regarding birth, death, and marriage registrations, certificates, and other related services;
2. Provide guidance on application processes, documentation requirements, and service timelines;
3. Verify submitted documents for accuracy and compliance with legal requirements, including maintain accurate and confidential records in accordance with data protection laws.
4. Prepare and issue official certificates and documents as required.
5. Maintain accurate and confidential records in accordance with data protection laws;
6. Process payments for services rendered, issue receipts, and reconcile transactions. Ensure compliance with financial procedures and policies;
7. Assist in maintaining an organised and professional office environment, and support other team members as needed to ensure service delivery;
8. Actively contribute to the Ministry and corporate requirements, including planning, budgeting and human resource activities where required.

### **KEY PERFORMANCE INDICATORS**

Performance will be measured through the following instructions:

1. Accurate and timely advice and information is provided.
2. Information systems data are accurate and kept up to date.
3. Records management meets requirements and best practices.

4. All activities are completed within the set time frame and in accordance with relevant policies and procedures.

### **PERSON SPECIFICATION**

In addition, a relevant Diploma in Management and Public Administration, Business Management, and other relevant fields (or equivalent), the Knowledge, Experience, Skills and Abilities required to successfully undertake this role are set out below.

### **KNOWLEDGE AND EXPERIENCE**

1. At least 2 years practical work experience in a similar field.
2. Previous experience in customer service or clerical/administrative roles
3. Knowledge of record management and preserving documents for archiving.
4. Understanding of the Fijian Constitution and the applicable Laws of Fiji.
5. Understanding and exemplifies Public Service Code of Conduct and Values.

### **SKILLS AND ABILITIES**

1. Strong customer service and interpersonal skills.
2. Ability to prioritize and perform multiple tasks with strong attention to details while meeting deadlines.
3. Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment.
4. Excellent communication skills and active listening abilities.
5. Ability to handle sensitive information with discretion and confidentiality.
6. Capacity to utilise computer programs to support operations.
7. Service oriented approach, with a commitment to supporting the operational / corporate environment of the organisation.

### **PERSONAL CHARACTER AND ELIGIBILITY**

All applicants for employment in the Ministry of Justice must be of good character, with a background that demonstrates their commitment to the public service values contained in the Constitution of the Republic of Fiji. Applicants must also be Fijian Citizens, aged below 60 years, in sound health, with a clear police record.

The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.

The Ministry of Justice is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.