

POST DESCRIPTION			
1	Ministry/Department: TONGA STATISTICS DEPARTMENT		
2	Job Title: Statistical Clerk Grade 2, Co-ordination, Standards and Training Division		
3	Level: B/P	Post Number: 1	Location: Nuku'alofa
4	<p><u>Purpose:</u></p> <p>To assist and provide support, clerical duties and administrative service to the head of the Coordination Program to be responsible for coordination of statistics for the SDGs and Sectors, in communicating with Stakeholders in scheduling meetings and appointments. Responsible to document/record of trainings either short/long, locally/internationally, In-service training and trainings that are already completed and training to implement and also for the future time.</p> <p>To provide hospitality service and attention to detail, such as paying attention to the day-to-day details in relation with the Coordination Program, such as filing, answering phones, reporting, answering and keep track of emails and tracking appointments.</p> <p>To perform ad-hoc duties as assign by the head of Co-ordination, Standards and Training.</p>		
	Key Results Area		Performance Indicators
5.1	<p><u>Core Duties</u></p> <p>Clerical responsibility</p> <ul style="list-style-type: none"> ○ Filing and documentation of Training, Attachment, scheduling meetings and appointment ○ Efficient handling of the phone calls in answering questions from customers or clients. ○ Liaising with clients through phone and email 		<ul style="list-style-type: none"> ● 95% accuracy in handling of files and documents ● Number of errors know or recorded ● Number of complaints received or recorded

5.2	Reception of visitors to Head of the Coordination Program <ul style="list-style-type: none"> ○ Polite and efficient reception upon visitor's arrival ○ Timeliness and accuracy in carrying out of tasks ○ Record important visitors to SC in the Register for Visitor to the Coordination Programme ○ Convey visitors to person concern in a professional and helpful manner. ○ Quality of customer service provided and recorded 	<ul style="list-style-type: none"> ● Accurate conveyance to SC ● Accurate conveyance to other staff of the statistics ● Number of complaints received or recorded ● Accuracy in response to visitors/ customers needs
5.3	Customer Service Duties <ul style="list-style-type: none"> ○ Polite and efficient reception upon customer arrival. ○ Accuracy of response to customers to customer's satisfaction. ○ Accurate conveyance to person concerned number of complaints received. 	<ul style="list-style-type: none"> ● Accurate conveyance to customer/client concerned ● 100% accuracy of information relayed is attained ● Less complaints received
5.4	Equipment and furniture responsibility <ul style="list-style-type: none"> ○ Responsible to your divisional office computers, laptops and other IT stuff. ○ Office furniture maintained 	<ul style="list-style-type: none"> ● % office equipment and furniture maintained ● No. of office equipment and furniture Replaced
5.5	Other duties <ul style="list-style-type: none"> ○ An carry out any duties as may be directed by the Government Statistician and Head of Division 	<ul style="list-style-type: none"> ● Timeliness and accuracy of carrying out other tasks as directed
6	Reports Directly to:	Statistical Coordinator
7	PERSON SPECIFICATION FOR THIS POST	
7.1	Special Skills:	<ul style="list-style-type: none"> ● Must be computer literate or/and having good typing skills.

7.2	Communication and Language Skills:	<ul style="list-style-type: none"> • Be fluent in both English & Tongan • Languages. Experience in using email and internet is required.
7.3	Personal Attributes:	<ul style="list-style-type: none"> • Be loyal, hardworking and highly dedicated to his/her duties. • To get on well with other staff members.
7.4	Education & Experience:	<ul style="list-style-type: none"> • Certificate level 4 • Form 7 or equivalent of Certificate level 3 + 2 years' <u>work experience</u> • Form 6 PSSC or equivalent of Certificate level 2 + 4 years' <u>work experience</u> • Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)
8	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	
8.1	Statistical Clerk Grade 2	Name: Sign: Date :
8.2	Statistical Coordinator	Name: <u>Mr Maletino Hola</u> Sign: <u>[Signature]</u> Date : <u>16/03/2020</u>
8.3	Government Statistician	Name: <u>Dr. Viliami Konifelenisi Fifita</u> Sign: <u>[Signature]</u> Date: <u>16/3/2020</u>

