National Environment Service
GOVERNMENT OF THE COOK ISLANDS
PO Box 371 Rarotonga Cook Islands Phone (682) 21256 http://nescookislands.gov.ck/

POSITION SUMMARY

Job Title:	**Administrative Assistant**
Division:	Puna Akatereau – Corporate Services Division
Responsible To:	Chief Administration Officer Deputy Director – National Environment Service(NES) Director – National Environment Service
Responsible For:	All Divisions of NES and all service providers and receivers
Job Purpose:	For the effective and efficient administrative support services to include, Accounting support, Divisional support, switchboard operations, word-processing, mailing – inwards/outwards, and secretarial services to the Director.
Job Classification:	Function (Service Delivery)
Date updated:	7 February 2017

AGENCY VISION

Taporoporoia Te Tango o te Kuki Airani - A Clean, Green, Healthy and Sustainable Environment for all

ORGANISATIONAL STAFFING STRUCTURE

See Annex 1

DUTIES AND RESPONSIBILITIES:

Effective and efficient administrative support services to include, Accounting support, Divisional support, switchboard operations, word-processing, mailing – inwards/outwards, and secretarial services to the Director.

Duties	Key Responsibilities
(1) Ensure that Corporate and Administrative services are carried out efficiently and fairly	- Switchboard operations (answering of all incoming telephone calls and logging business International calls) - Efficient recording and accountability of all administrative functions with strict monitoring of both local and International communications by staff - Word processing and typing services - Mailing and deliveries - Ensure that all staff adhere to the time book management and submissions of pay global – exolvo self-service timesheets to MFEM - Ensure proper maintenance of all staff personal files - Update Human Resources database - Update Director and Staff travel schedule - Update Motor vehicle registrations - Filing - Clerical duties - Any other administration duties and responsibilities as required by the CAO, Deputy Director and Director
(2) Ensure the provision of efficient financial management	- Process purchase orders from all divisions for the purchase & sale of goods and services for CAO approval - Process payment vouchers and payments on a timely manner - Receipting and weekly banking - Ensure sequential filing of all payments vouchers and receipts - Assist with the update and maintenance of Fixed Asset Register - Assist with the preparation of Island Environment Authority payments - Provide support to Annual audit of NES accounts - Any other financial duties and responsibilities as required by the CAO, Deputy Director and Director

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):	
1	Simple and routine tasks specifically defined, easily learnt and requiring minimal independent thought or significant decision making
2	The application of practical skills or acquired knowledge to undertake well-defined activities, but with the need for individual judgement
3	The Policy framework requirements are defined but independent thought is necessary to coordinate conflicting demands and optimise efficiency

AUTHORITY

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

Financial	No authority
Staff	No authority.
Contractual	No authority

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**
Director	Light Reporting staff movements	***MFEM***	Heavy Timely submissions of timesheets
Deputy Director	Medium: Reporting staff movements	***Outer Islands Executive Officers/Mayor***	Light Communication on Rarotonga staff travel and logistical arrangements for meetings
Island Futures Division Manager/ Project Manager	Medium; Communication to support on logistical arrangements for workshops/meetings, purchase requests and payments of project payables	***Other Govt Partners***	Light Communication logistical arrangements for NES workshops/meetings
Advisory and Compliance Division Manager	Medium: Communication on logistical arrangements, purchase requests	***Venders***	Heavy Purchasing of goods & services Account payables
Corporate Services Division Manager	Heavy: Direct reporting	***Members of the Public***	Heavy Daily receipting of cash sales from permits
All NES staff	Heavy: Daily reporting staff movements Signing on & off of timesheet		

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)
3 – 4 years secondary schooling i.e. sixth form (NZQA Level 2)	NZQA Level 3

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)
- At least 2 years of work experience in administration and office procedures and systems - Excellent work processing skills and computer literacy -	- 3 years of work experience in administration and office procedures and systems - Knowledge of QuickBooks accounting package is definitely an advantage

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	- A confident, self-motivated personality - Ability to communicate both verbally and in writing under any circumstances - Excellent public relations and custom services skills - Must maintain an exceptionally smart appearance in dress and grooming at all times
Advanced	- Ability to engender good team spirit in the work environment - Ability to work under pressure - Be always sensitive to the confidential nature of work at all times
Working	- Excellent work processing skills and computer literacy
Awareness	- Must be of sober habits and maintain high standards of integrity and honesty

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:

_____ _____

Director

_____ _____

Employee Date

Annex 1: NES Structure