



POSITION DESCRIPTION

Position details

POSITION TITLE: RECEPTIONIST

Team/Division: IT & Support Service Team, Finance & Corporate Services Division, Samoa International Finance Authority (SIFA)

Location: Level 6, Development Bank of Samoa Building, Apia, Samoa

Salary Range: \$17,639 to \$26,357

Our Purpose

SIFA is responsible for the incorporation and registration of international companies, and is also the regulatory authority for international companies, international banks, international insurance companies, international mutual fund companies and trust company service providers.

Our purpose is to play a legitimate and integral role in international financial services where our solutions allow financial planning and risk management and makes possible cross-border vehicles necessary for international financial services.

As one of Samoa's largest government income earner, we invest our funds back into our community through sponsorship of projects that benefit Samoa's economic growth.

How we work

SIFA is governed by a board of directors and led by the Chief Executive Officer. We employ forty-eight (48) staff, divided into four Divisions - Registration, Compliance, Business Development, and Finance & Corporate Services. Each division has a Chief Manager that leads and shapes its division and Section Heads that coordinate and collaborate with their teams. The team goals become the individual member's goals and all are expected to work together to achieve this. All team members are expected to learn all areas within the team's responsibility, become multi-skilled and able to step in at short notice into any role. On-the-job knowledge, positive attitude, exceptional performance and experience is valued and rewarded. We want people's hearts, not just their skills. We want people who have a heart for their team, a heart for SIFA and a heart for Samoa.

Using democratic style of communication, team members are encouraged to discuss and take ownership of team decisions. There is a high level of trust between management and staff. We trust our staff to be committed to their role and will carry out their tasks. The success of the team is based on everyone in the team pulling their weight. Because the team depends on each other to achieve its goal, team colleagues are likely to call out the individual that is not pulling their weight. Staff are empowered, encouraged and trusted to make decisions having received clear guidelines, training and competency measurements.

Our aspiration is that SIFA is a great place to work where great work gets done. We believe in harnessing the potential of our people and the diverse skills and life experiences they bring to SIFA.

Our character

Shape	We shape the agenda by challenging the status quo, and by generating and adopting new ideas, to bring those ideas to life. Although we value this competency in all staff, this competency is expected from each Chief Manager. This means asking 'why not?' instead of 'why?' and leveraging off the collective that is SIFA in the pursuit of goals that stretch right across teams, divisions and even across government, financial and international bodies.
Collaborate	We support each other, engage early and proactively partner in pursuit of shared goals. Although all staff are expected to collaborate, this is a competency expected of all Section Heads. This means Section Heads are expected to coordinate and influence their teams requiring a high level of communication skills. They partner with their team members to have input into how they will achieve the team goals.
Deliver	We have a can do attitude, take ownership, act with purpose, urgency and discipline, take calculated risks, celebrate success and learn as we go. This is the key role of all team members is to take pride in delivering consistently high quality services. The core deliverers are the workers that provide our core services.

Position Purpose

The Receptionist delivers the core administration services at the front counter being the first person to welcome SIFA's visitors by greeting them in person or on the telephone, answering and referring enquiries. Leaving a warm but professional first impression is important for SIFA. This means that you take responsibility for ensuring that all visitors and callers are able to have their enquiry either answered directly by you or handled within one transfer because you have referred them to the correct available knowledgeable staff member.

An inexperienced Receptionist will be offered training and guidance and is expected to take on these full responsibilities, able to cover all duties within 5 years. An experienced Receptionist is expected to provide advice on best practices and standards for reception services having confidence to answer common enquiries normally dealt with by Registration officers.

Key Relationships

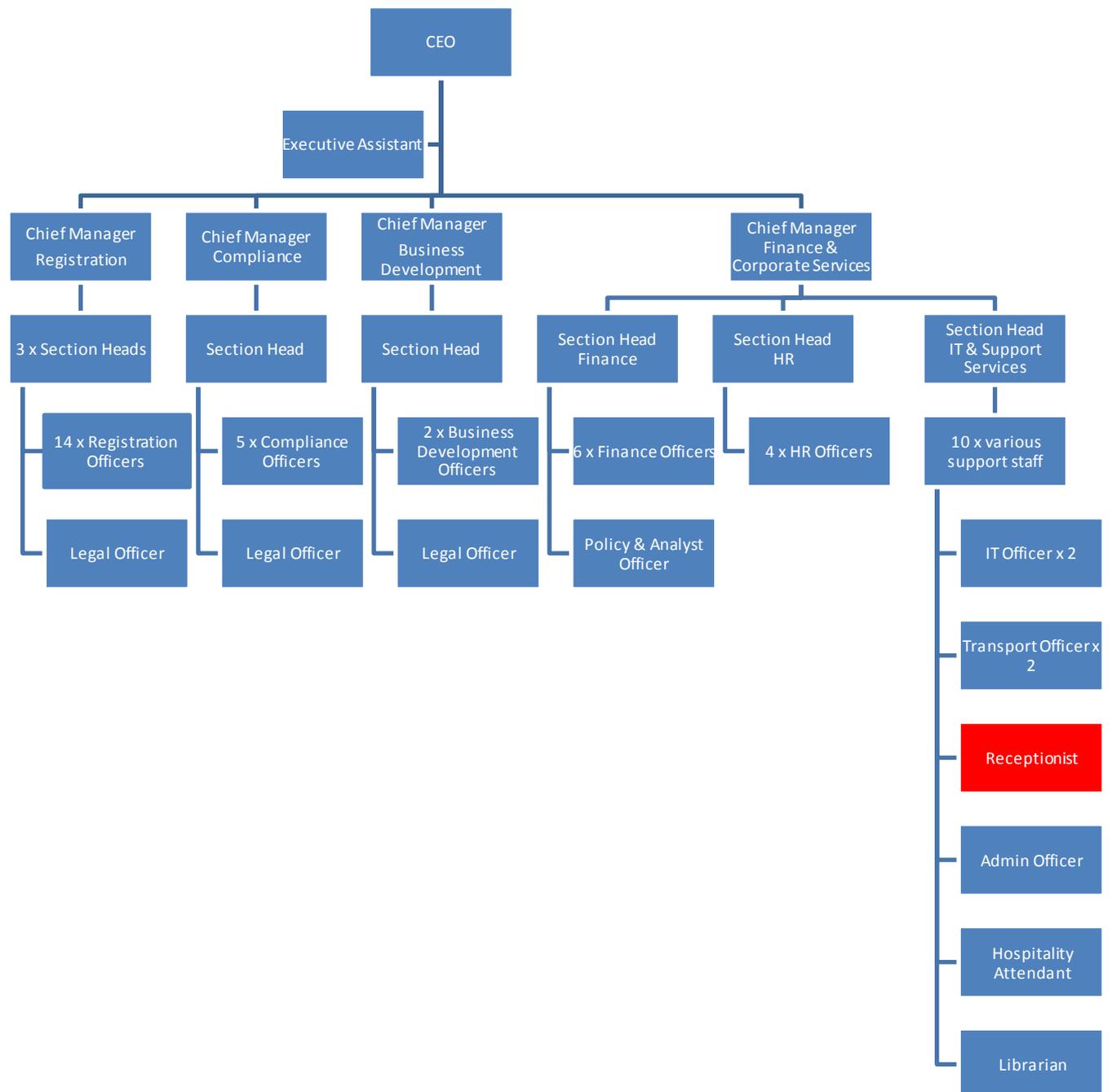
Internal

- CEO
- Chief Manager, Finance and Corporate Services
- IT & Support Services Section Head
- All staff – provision of reception support

External

- Licensed Trustees
- Visitors

Our structure



Key accountabilities and deliverables

Responsibilities of this position are expected to change over time as the Authority responds to changing needs. The incumbent will need the flexibility to adapt and develop as the environment evolves.

Key Accountability or	Indicators of success
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deliverables

Delivery of Receptionist Services

- Agreed turnaround and quality objectives are met
- Policies and Procedures are followed
- All Team Chief Managers and Section Heads can rely on you to provide a professional yet warm first reception of their clients.
- Incoming calls are promptly answered and transferred to the correct available knowledgeable staff member.
- Visitors enquiries are referred to the appropriate personnel

Contribute to and promote SIFA strategic plan

- You support your division's goals that are aligned to SIFA's plans.
- You are committed to and believe the goals set out in the plan are achievable. The team has a sense of ownership of the plan.

Maintain effective relationships with key stakeholders

- Internal and external clients have a positive respect and professional perception of SIFA reception both in person and by phone.
- Stakeholders enquiries are resolved quickly
- You use your unique opportunities for profiling SIFA in a positive manner with external clients during moments whilst they are on hold or waiting for the appropriate personnel.
- Documented policies and procedures are in place that sets out the handling of complaint, enquiries and staff conduct of behaviour when dealing with clients.
- There is a close working relationship with every team to ensure clear expectations and understanding of reception support are met.

Performance management accountability

- CEO and other division chief managers provide positive feedback on your cooperation and willingness to assist when required.
- The team have quality measurement systems that confirm that your goals are being met at a consistently high standard.
- You are confident with clear guidelines and expectations provided
- You take responsibility for your own learning and seek out assistance when required.
- You are confident in confronting your Section Head when you need support or resources to carry out your role.
- You have a sense of ownership of the team goals. You understand that when the team fails, you fail.

Human Resource division and SIFA contribution and membership

- The reception work constructively with peers and colleagues in the Support Service Team.
- 360 degree feedback reflects your own contribution and the team contribution.
- You actively contribute to team activities and meetings.
- You demonstrate commitment to team/management decisions and goals.
- You and your team take part in informal training/sharing information amongst colleagues and other SIFA staff.
- Close working relationship with all teams to ensure reception support is provided to all staff.

Competencies

Competency	What does this mean?	Level Required
Cultivates Innovation	Shape the agenda, crafting new and better ways for the organisation to be successful, by <ul style="list-style-type: none"> • Coming up with useful ideas that are new, better or unique • Challenging the status quo 	Delivery level

	<ul style="list-style-type: none"> • Introducing new ways of looking at problems • Generating and adopting new and creative ideas, and putting them into practice • Encouraging diverse thinking to promote and nurture innovation. 	
Nimble Learning	<p>Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder, by</p> <ul style="list-style-type: none"> • Learning as we go, when facing new situations • Experimenting to find new solutions • Taking on the challenge of unfamiliar tasks • Extracting lessons learned from failures and mistakes • Being flexible and responsive to changes in requirements • Identifying personal learning opportunities • Finding own solutions were possible 	Delivery level
Collaborates	<p>Support others, building partnership and working collaboratively with others to meet shared objectives, by</p> <ul style="list-style-type: none"> • Working co-operatively with others across SIFA, government sector and external stakeholders group to achieve shared objectives • Balancing competing interests and priorities appropriately and in line with SIFA priorities • Identifying, engaging early and partnering with relevant stakeholders to get work done • Crediting others for their contributions and accomplishments • Gaining trust and support of others • Addressing behaviours that do not align with our culture • Seeking and respecting the views and opinions of others • Providing timely and helpful information to others across the organisation 	Delivery level
Customer Focus	<p>Build strong customer relationships and delivering customer-centric solutions, by</p> <ul style="list-style-type: none"> • Gaining insights into customer needs • Delivering quality, accurate, timely service and customer focussed solutions • Identifying opportunities that benefit the customer focused solutions • Building and delivering solutions that meet customer expectations • Establishing and maintaining effective customer relationships • Pro-actively partnering in pursuit of shared goals 	Delivery level
Action Oriented	<p>Take on new opportunities and tough challenges with purpose, urgency and discipline, by</p> <ul style="list-style-type: none"> • Readily taking ownership and action on challenges, without unnecessary planning and being accountable for the results • Identifying and seizing new opportunities • Displaying a can-do attitude in good and bad times, and celebrating success • Stepping up to manage tough situations and encouraging my colleagues to do the same 	Delivery level
Decision Quality	<p>Make good and timely decisions that keep the organisation moving forward, by</p> <ul style="list-style-type: none"> • Making sound decisions, even in the absence of complete information 	Delivery level

- Relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions
- Considering all relevant factors and using appropriate decision-making criteria and principles, taking calculated risks where required.
- Recognising when a quick 80% solution will suffice, and when it will not
- Analysing information to make effective decisions in order to improve performance

Organisational commitment and public service	Role Models the standards of integrity and conduct for the Public Services. Contributes to the development of, and helps promote and builds commitment to SIFA's vision, mission, values and services, by <ul style="list-style-type: none"> • Willingly undertaking any duty required within the context of the position • Managing own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents • Understanding Equal Employment Opportunities (EEO) principles and the application of these to SIFA • Complying with all legislative requirements and good employer obligations 	Delivery level
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Personal Requirements

A proven tracked record of experience and achievement in:

- Minimal qualifications of a Diploma in office management/secretarial services OR five years' experience in office management/secretarial services work.
- Maintaining integrity and high ethical standards in the conduct of work
- Guided by values of honesty, impartiality, respect, transparency and accountability
- Ability to communicate effectively with people at all levels
- A strong client service attitude, with sound relationship management skills
- Must be computer literate with demonstrated proficiency in the use of Microsoft (MS) Office programs, especially in MS Word and Excel.
- Must have the legal right to live and work in Samoa