

SAMOA QUALIFICATIONS AUTHORITY

JOB DESCRIPTION

POSITION TITLE:	Receptionist/Cashier
DIVISION:	Corporate Services Division
SALARY GRADE RANGE:	A3 \$17,406.00 per annum
RESPONSIBLE TO:	ACEO Corporate Services Division

PRIMARY OBJECTIVES:

The Receptionist/Cashier will provide efficient and effective customer services as well as financial support services in order to support the achievement of the Corporate Services Division objectives and the whole of Samoa Qualifications Authority (SQA).

KEY RESPONSIBILITIES AND DUTIES:

1. Provide a front-line reception service including operation of the switchboard by answering all telephone calls (both internal/external);
2. Take messages as required and ensure that they are passed on to the right personnel;
3. Report faults and complaints with board, telephone lines and extensions promptly;
4. Receive and register all incoming mail and correspondence in the Incoming Mail register and pass them all to the Senior Administration Officer, Records;
5. Attend to all enquiries, guests and visitors to the Authority and refer them to the responsible division;
6. Issue receipts for all cash received – Govt grant, annual registration and renewal fees, accreditation fees, sale of assets and miscellaneous items;
7. Liaise closely with the Quality Assurance Division in receipting fees for PSET annual and renewal of registration accreditation fees;
8. Reconcile all cash received on a daily basis checking receipt books and cash received;
9. Check and verify receipt books as needed and ensure stocks of receipt books on hand are sufficient;
10. Any other duties required by the ACEO Corporate Services.

SELECTION CRITERIA:

1. Minimum qualification of a Diploma in Accounting, Management, Business, Tourism and Hospitality in Front Office or relevant field. **Essential**
2. Demonstrated administrative, financial and customer service skills. **Essential**
3. Demonstrated good interpersonal and public relation skills. **Essential**
4. Computer proficiency in Microsoft applications. **Essential**
5. Demonstrated communication in written and oral in both Samoan and English. **Essential**
6. A well organized and methodical approach to work; able to multi-task, prioritize and manage time, even when under pressure. **Highly Desirable**
7. Understanding of Legislation, Policies and Plans guiding SQA's work. **Highly Desirable**