

REVISED JOB DESCRIPTION	
Ministry:	Revenue & Customs
Division:	Client Support and Public Relation
Section:	Customer Information Support
Location:	Tongatapu
Position:	Receptionist
Position Number:	MORC R-01
Reports to:	Senior Revenue Officer
Band:	R
Salary:	\$8,586 - \$12,880
<b>Important Note:</b> <i>"This position is subject to rotation to similar roles within the same division and across other divisions of MORC, as directed by the Chief Executive Officer, providing dynamic career development opportunities"</i>	
Job Purpose	<p><b>Ministry Profile Statement:</b> The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p><b>Job Purpose:</b> To provide professional customer service by managing calls, directing visitors and handling the registration of inward and outward correspondence, ensuring smooth front desk operations.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> <li>• Answering incoming calls promptly and professionally</li> <li>• Directing calls to the correct extensions or personnel</li> <li>• Taking messages accurately and ensuring timely delivery</li> <li>• Greeting and assisting visitors in a courteous and professional manner</li> <li>• Providing basic information and directing customers to the appropriate office or officer</li> <li>• Registering all inward documents, letters and other correspondence received at the front desk</li> <li>• Registering and dispatching outward correspondence as required</li> <li>• Maintaining a clean and organized reception area</li> <li>• Assisting with other administrative tasks as assigned.</li> </ul>
Person's Specification	
Skills and Abilities	<p><b><u>Mandatory:</u></b></p> <ul style="list-style-type: none"> <li>• Clear and professional verbal and written communication in both Tongan and English</li> <li>• Friendly, approachable and able to assist visitors efficiently</li> <li>• Ability to handle calls professionally and direct them accurately</li> <li>• Efficiently manage front desk tasks, documents and correspondence</li> <li>• Handle multiple tasks simultaneously while maintaining accuracy</li> <li>• Ensure proper registration and documentation of correspondence</li> <li>• Prioritize tasks to maintain smooth office operations</li> <li>• Familiarity with email, Microsoft Office and RMS</li> <li>• Quickly address customer inquiries and direct them appropriately</li> <li>• Maintain a courteous and respectful demeanor at all times</li> </ul>

Minimum Requirement	<b><u>Mandatory:</u></b> <ul style="list-style-type: none"> <li>Form 6 PSSC or equivalent of Certificate Level 2</li> <li>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)</li> </ul>
Authorised by (sign and date)	
CEO	Name: Michael Cokanasiga  Signature:
Senior Assistant Deputy CEO/HOD	Name:  Signature:
Senior Revenue Officer/Supervisor	Name:  Signature:
Employee	VACANT