

Opening Date: 10 April 2018
Closing Date: 24 April 2018
Location: Virgin Gorda
Vacancy Notice No. GG 03 of 2018
Job Classification: Grade 04
Ministry/Department/Unit: Civil Registry and Passport Office
Position Details: One year probationary period
 Established position
Employment Type: Full-time
Remuneration/Benefits: **Salary range \$19,440- \$29,088** Salary is commensurate with relevant qualifications and experience.

JOB VACANCY NOTICE

Office Generalist III

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will assist with frontline and clerical duties to ensure professional customer service is provided to the Department and to the public at all times.

MAIN RESPONSIBILITIES

1. Answer, screen and transfer calls appropriately, record messages and distribute them to officers to ensure a timely and adequate flow of information.
2. Perform clerical and data entry functions.
3. Update and maintain information on computer systems, databases and spread sheets and in archives.
4. Assist in processing paperwork, gathering information and verifying data.
5. Greet and assist visitors and clients in a friendly and professional manner to facilitate effective communication and customer service.
6. Ensure that all correspondence is collected, delivered and recorded appropriately to facilitate effective information flow.
7. Assist with the filing of correspondence to keep filing up to date so that complete records are available for reference.
8. Assist with the preparation of meetings and presentation materials.
9. Assist with maintenance of minor office equipment to ensure a well-functioning work environment.
10. Provide clerical support by completing all photocopying, scanning, binding and typing in a timely manner to facilitate the effectiveness and efficiency of the Ministry/Department.
11. Assist with records management, organisation and retrieval of documents.
12. Perform duties of Office Manager for the Virgin Gorda Branch of the Civil Registry and Passport Office.
13. Accept revenue and issue official receipts to customers.
14. Assist with the reconciliation of daily revenue for submission to the bank, prepare reports to the Treasury Department for verification and assist with bank deposits as required.
15. Assist with issuing Emergency Travel documents as required.
16. Assist with the effective management of the department by undertaking tasks such as interviewing customers, preparing affidavits, assist with the scheduling of weddings.
17. Perform any other related duties as required by the Supervisor or any other senior officer in order to contribute to the effectiveness and efficiency of the Ministry/Department.

BEHAVIOURAL COMPETENCIES

1. Observes departmental standards for own conduct
2. Manages own work effectively
3. Manages customer relationships
4. Communicates clearly and effectively
5. Contributes to the effective use of resources
6. Manages relationships with others in the team, including your manager

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal office environment
- Fieldwork

MINIMUM QUALIFICATIONS AND EXPERIENCE

- High School Diploma or equivalent
- Three(3) years working experience
- Valid BVI driver's licence, if applicable
- Sound knowledge of Government structure, policies and procedures
- Sound knowledge of the use of standard office equipment
- Working knowledge of relevant computer software applications
- Sound knowledge of general office procedures
- Sound time management and organizational skills
- Sound oral and written communication skills
- Sound interpersonal skills and ability to work as a team player

HOW TO APPLY

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

CONTACT THE DEPARTMENT OF HUMAN FOR MORE INFORMATION ABOUT THE EMPLOYMENT PROCESS:

Department of Human Resources • Central Administration Building • Wickhams Cay I • Road Town • Tortola • British Virgin Islands | Tel (284) 468-2178 • Fax (284) 468-3191 • E-mail hrd@bvi.gov.vg

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

Permanent Secretary (Acting)
Deputy Governor's Office
Central Administration Complex
Road Town, Tortola VG 1110
British Virgin Islands

Or by email: www.hrdbvi@gov.vg

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a *Résumé/Curriculum Vitae* of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: www.bvi.gov.vg/services/emp). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.