

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :
Job title : Registry Clerk
Core :
Post level and salary code : Production Level
Occupational class code :
Name of component :
Location :
Posts reports to :
Date of appointment :

B. JOB PURPOSE

To provide registry services.

C. KEY PERFORMANCE AREAS

1. Provide registry counter services

- Attend to clients
- Handle telephonic and other enquiries received.
- Receive and register hand delivered mail/files

2. Handle incoming and outgoing correspondence.

- Receive all mail
- Sort, register and dispatch mail
- Distribute notices on registry issues.

3. Render an effective filing and record management service.

- Opening and close files according to record classification system.
- Filing/storage, tracing (**electronically/manually**) and retrieval of documents and files
- Complete index cards for all files.

4. Operate office machines in relation to the registry function

- Open and maintain Franking machine register.
- Frank post, record money and update register on a daily basis.
- Undertake spot checks on post to ensure no private post is included.
- Lock post in postbag for messengers to deliver to Post Office.
- Open & maintain remittance register.
- Record all valuable articles as prescribed in the remittance register.

- Hand delivers and signs over remittances to finance.
- Send wrong remittances back to sender via registered post and record reference number in register.
- Keep daily record of amount of letters franked.

5. Process documents for archiving and/ disposal

- Electronic scanning of files
- Sort and package files for archives and distribution
- Compile list of documents to be archived and submit to the supervisor.
- Keep records for archived documents.

D. INHERENT REQUIREMENTS OF THE JOB: Skills and Competencies

The following are competencies required and the outputs towards achieving the goals of the department.

Competencies	Skills required
Job Knowledge	Computer
Communication	Planning and organisation
Interpersonal relations	Language
Flexibility	Good verbal and written communication skills
Teamwork	

E. KNOWLEDGE REQUIREMENTS

- (a) Knowledge of registry duties, practices as well as the ability to capture data, and operate computer.
- (b) Working knowledge and understanding of the legislative framework governing the Public Service.
- (c) Knowledge of storage and retrieval procedures in terms of the working environment.
- (d) Understanding of the work in registry.

F. APPOINTMENT REQUIREMENTS

- (a) A grade 12 certificate or equivalent.
- (b) No experience required.

G. CAREER PATHING

Compliance with the requirement of higher posts.

H. AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

I. PERFORMANCE AGREEMENT

The performance agreement of the incumbent, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the incumbent should adhere to during the execution of his/her key performance areas.

J. JOB DESCRIPTION AGREEMENT

SIGNATURE OF POSTHOLDER

SIGNATURE OF MANAGER

DATE:

DATE: