

## BENCHMARK JOB DESCRIPTION

### A. JOB INFORMATION SUMMARY

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

### B. JOB PURPOSE

Supervise and provide a registry services.

### C. KEY PERFORMANCE AREAS

1. **Supervise and provide registry counter services**
  - Attend to clients
  - Handle telephonic and other enquiries received.
  - Receive and register hand delivered mail/files
2. **Supervise the handling of incoming and outgoing correspondence.**
  - Supervise the reception and receive all mail
  - Supervise and sort, register and dispatch mail
  - Distribute notices on registry issues.
3. **Supervise and render an effective filing and record management service.**
  - Opening and close files according to the record classification system.
  - Filing/storage, tracing (**electronically/manually**) and retrieval of documents and files
  - Ensure and complete index cards for all files.
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4. **Supervise the operation and 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.
  - Do spot checks on post to ensure that no private post are included.
  - Lock post in postbag for messengers to deliver to Post Office.

- Open & maintain remittance register.
  - Record all valuable articles as prescribed in 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 record daily of amount of letters franked.
- 5. Supervise the processing and 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.
- 6. Supervise human resources/staff**
- Allocate and ensure quality of work
  - Personnel development
  - Assess staff performance
  - Apply discipline

**D. INHERENT REQUIREMENTS OF THE JOB: Skills and Competencies**

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

<b>Competencies</b>	<b>Skills required</b>
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) 3 – 5 years 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:**