



<b>Position Title</b>	<b>Registry and Administrative Clerk</b>
<b>Supervisor/Manager</b>	Manager Qualifications and Licensing
<b>Reviewed Date</b>	November 2018
<b>Reviewed By</b>	

**(a) Prime Function/Purpose of Job**

The Registry/Administrative Clerk through the Manager Qualifications and Licensing is responsible for managing and maintenance of the Authority’s Registry and Library:

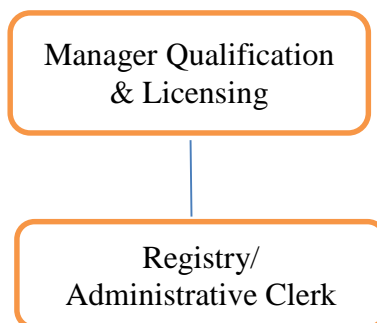
**(b) Principal Objectives and End Results expected of the job**

- Manage day to day administration of the general registry and library including updating records and its maintenance.
- Process and handle information and documents and maintain access and security of database and record management systems.
- Ensure customers are provided with correct and accurate information in relation to processes and procedures of MSAF.
- Proper file management of documents in accordance with the database and record management system protocols including classification and coding of documents and files, storage labelling for easy search and on time archiving of files.
- Create/maintain a proper and efficient filing system with details on the file codes and file and when required, identify and retrieve information and documents for internal relevant users.

**(c) Job Dimensions**

Number of Staff: NIL  
 Operating Budget: As per Department Budget

**(d) Organization Structure**



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Job Description	01	29/08/2019	CEO



**(e) Knowledge, Experience, Skills and Attributes Required**

The following are considered essential:

- A Diploma in a related field (such as Office Administration, Secretarial, etc.) with a minimum with 4 to 5 years of practical experience.
- Must be computer literate.
- Well-developed written and oral communication skills, interpersonal skills, and the ability to communicate effectively.
- Well-mannered and proven ability to serve customers effectively and efficiently

**(f) Span of Control**

i) Organizational wide

ii) Responsible for

- Assist survey / examination / registry clerk in the provision of documentation processing and issue of certificates.
- Maintain accurate files, documents and records for seafarers and vessels.
- Assist in ensuring availability of relevant MSAF forms and documents.

**(g) MSAF Levels and Freedom of Action**

1. Provide efficient, effective information
2. Working together to build good team work for quality productivity.

**(h) Problem Solving**

*Nil*

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**(i) Contacts**

Position	Range and Nature	Frequency
MSAF Management and Staff	<p>Ensure customers are provided with correct and accurate information in relation to any process and procedures of MSAF relating to all filed documents &amp; records.</p> <p>Maintaining and updating departments filing system.</p>	Daily as and when required
Manage relationship with stakeholders	<p>Provide correspondence for technical vessels to be surveyed and any other respective information needed.</p>	As and when required

**(j) Challenges and Impact on Organization Results**

- i) The vision of MSAF is to be a dynamic, internationally respected regulator, provider and promoter of maritime safety, and marine environment protection.
- ii) The challenges to Registry / Administrative Clerk are:
  - Ensuring customers are provided with correct and accurate information in relation to any records / information sought by them in a timely manner.
  - Ensuring timely communication with seafarers and stakeholders.
  - Ensuring the highest possible level of customer service is delivered at all times in compliance with MSAF's Customer Service Charter.
  - Assist in ensuring that Ships & Seafarers applications are processed.

**(k) Additional Information Relevant to the Position**

To be developed on the Job.

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