

9 November, 2018

TERMS OF REFERENCE

- Job Title:** Administration Assistant including Assistant for Administration, Finance and Procurement and Official for Customer Service and Business Registration
- Objective:** To assist administrative and technical functions and day-to-day business registration processes in order to approve data entered and the issuance of Certification and Certificate of Business Registration (CRCs) and also the issuance of Business Licensing by the Service for the Registration and Verification of Entrepreneurs, Public Institute (SERVE, I.P.)
- Reporting to:** Supervisor for Business Registration Process and/or Senior Supervisor
- Classification:** C1 – Technical Administrative Support
- Positions:** 60 (Business Registration as Coordinator 9, Customer Service 36, Assistant for Document Management Officer/Archivist Assistant 9, Administration with Finance and Procurement Experience 4, Administration and Logistics 2)
- Location:** Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

I. SELECTION CRITERIA

Essential:

- Demonstrated working knowledge and experience in all stages of the public attendance life cycle.
- Comprehensive knowledge and understanding in Business Registration and legal matters and requirements as required for the business registration contained in the Law / New Law of Commercial Act N.º 10/2017, 17 May, Decree-Law of SERVE, I.P. N.º 7/2017, 22 March & 16/2017, 17 May and other Laws and Decree-Laws related to business registration and business licensing.
- Proven experience in attending the public in business registration climate.
- Proven experience in using Data-Base for Business Registration namely SIGTAS and other Computer Programs that may help in recording and registering the business.
- Proven experience in communicating to achieve agreed outputs and quality.



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- Proven self-management skills, motivated and supporting the implementation and improvement of public attendance and business registration processes.
- Demonstrated ability to collect and analyse data, compile accurate information, and prepare accurate reports and recommendations for business registration.
- Demonstrated ability to deliver and explain to the clients the requisition and requirements accordingly to the Laws and Decree-Laws related to SERVE services.
- Demonstrated understanding of the added value of effective teamwork and customer service.
- Ability to communicate effectively in Tétum and in Portuguese.

Desirable

- Degree in Legal, Administration and Management or related areas
- Comprehensive knowledge and understanding of Business Registration and Licensing and Tax Legislation
- Ability to communicate effectively in English

II. SCOPE OF WORK

RESPONSIBILITY	PERFORMANCE INDICATOR
1. Check the business registration form for compliance in accordance with the law and data to be entered into the system efficiently without any delay and error, so that client experiences with SERVE, I.P. are simple and user-friendly and meet the client's charter.	<ul style="list-style-type: none">• Data entered are in accordance with the law and with SERVE, I.P. Standard Operating Procedures (SOP) and all certificates are issued in a timely way and without errors to SERVE, I.P. clients, within the following timeline-<ul style="list-style-type: none">(i) New registration for sole trader (ENIN) and single limited liability (Unipessoal, Lda.) – within the same day;(ii) For other types of business - a maximum of 5 working days; and(iii) For changes/update information - a maximum of 5 working days.
2. Ensure the right selection of ISIC code for each business activity as requested by clients, so that the activities to be authorized or licensed are accordance with the prescribed	<ul style="list-style-type: none">• Licences are issued as per the application.• Maintain level of accuracy in ISIC selection.

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Law.	<ul style="list-style-type: none">• Feedback from SERVE, I.P. clients demonstrates services provided are achieving its performance targets and are of high quality and are meeting client expectations.
3. Conducting customer service activities at counter, information counter and hotline/helpdesk effectively in accordance with good practise and guidelines so that clients feel appreciated and satisfied in dealing with SERVE, I.P.'s services.	<ul style="list-style-type: none">• Outcome from suggestion box, customer satisfaction survey and number of complaints received are amongst the tools to evaluate the SERVE, I.P.'s customer service performance and service delivery.• Feedback from SERVE, I.P. clients demonstrates services provided are achieving its performance targets and are of high quality and are meeting client expectations.
4. Attend to customer complaints in a responsible manner and escalate unresolved issues to supervisor.	<ul style="list-style-type: none">• Ability to resolve complaints or enquiries within Assistant's capacity and knowledge.• Level of complexity of issues referred to supervisor
5. Assisting administration and financial work in relation to staff matters, procurement processes, the condition of office equipment and facilities, IT and network, office security and overall office management are well managed to make sure the administration and operation activities within the organisation run smoothly.	<ul style="list-style-type: none">• Level of administrative assistance provided to ensure the operations team is able focus on achieving the business registration prescribed timeline and deliver good customer services.• Assistance in ensuring full compliance with:<ul style="list-style-type: none">- maintenance schedules- Standard Operating Procedures (SOPs).
6. Dealing with client enquiries pertaining to business registration processes, SERVE, I.P.'s role and function and the services provided via phone calls.	<ul style="list-style-type: none">• Feedback from SERVE, I.P. clients demonstrates services provided are achieving its performance targets and are of high quality and are meeting client expectations.
7. Delivering services in accordance with the Law.	<ul style="list-style-type: none">• Registration requirements as stated by the Law are met for all new registrations as well as for the re-registration.• Effective participation in mandatory training provided by SERVE, I.P. or by other institutions.
8. Contribute to building a SERVE, I.P. team ethos and have a high level of	<ul style="list-style-type: none">• Keeps clear, detailed records of activities.

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personal accountability	<ul style="list-style-type: none">• Can be relied upon to be at work and on time in accordance with assigned responsibilities.
9. Have a good knowledge and understanding of the elements in the Civil Service Code of Conduct and comply with it at all times	<ul style="list-style-type: none">• Level of compliance with elements of Code of Conduct
10. Perform other duties and reporting as assigned.	<ul style="list-style-type: none">• Level of responsiveness to requests/direction

III. KEY DELIVERABLES

- In accordance with Performance Indicators listed above.
- Within four (4) weeks developed an Assignment Work Plan (AWP) that is consistent with relevant activities and performance indicators of the Ministry's five (5) years plan and Unit KPIs.
- Quarterly progress report against the agreed Work Plan submitted to the Executive Director and/or Senior Supervisor through the Business Registration Unit; and
- Provide an End-of-Assignment report to the Supervisor for Business Registration Process and/or Senior Supervisor through the Business Registration Unit, no later than 10 working days prior to the end of contract.

III. PERFORMANCE EVALUATION

The performance of the Administration Assistant(s) will be appraised and evaluated by the Supervisor for Business Registration Process and/or Senior Supervisor, using the Performance Appraisal System put in place and monitored by the Supervisor for Business Registration Process and/or Senior Supervisor, SERVE, I.P. This process will include a probation review within two (2) months of the commencement of the contract, regular reporting, ongoing workplace communications and annual performance appraisal. Performance Indicators are in place for all areas within SERVE, I.P., and the incumbent's work will be contributing to the achievement of the priorities as set out in their ToR and in the SERVE, I.P.'s Five Year(s) Plan.

**RESPONSE TO THE SELECTION CRITERIA / RESPOSTA BA KRITÉRIU
SELESAUN NIAN**

For the Post of Administrative Support Services (ASS) as: **Administrative Assistant for Customer Service and Business Registration cum Administrative Support Services / Ba Postu Serbisu sira Suporte Administrativu nian (SSA) nu'udár: Asistente Administrativu for Serbisu Atendimentu ba Públiku no Rejistu Komersiál akompaña ho apoiu ba Serbisu sira Suporte Administrativu nian.**

Please provide your responses concisely and succinctly to the selection criteria are listed below and address to / *Halo favór fornese ita bo'ot sira nia resposta sira ne'ebé badak maibé, loós, lójiku no refletivu ho kritériu selesaun sira ne'ebé mak hakerek iha kraik ne'e no haruka ba:*

Mr. / Sr. FLORÊNCIO DA CONCEIÇÃO SANCHES
Executive Director of SERVE, I.P. / *Diretór Ezekutivu ba SERVE, I.P.*
SERVIÇO DE REGISTO E VERIFICAÇÃO EMPRESARIAL, INSTITUTO PÚBLICO (SERVE, I.P.) / SERBISU BA REJISTU NO VERIFIKASAUN EMPREZARIÁL, INSTITUTU PÚBLIKU (SERVE, I.P.)
Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste

The Selection Criteria are / *Kritériu Selesaun sira mak:*

No./ Nu.	Requirements/ <i>Rekezitu sira</i>	Responses / Resposta sira	Remarks/ <i>Explikasaun</i>
1	Degree in Legal, Administration, Finance, Management and Procurement or related areas <i>/ Diploma iha Área Legál Administration, Finansas, Jestaun no Aprovizionamentu ka area sira ne'ebé mak iha relasaun</i>		
2	Be committed and motivated to delivery of high quality of public services to the private sector <i>/ Kompromete aan no motivadu hodi hala'o serbisu sira ba públiku</i>		



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	<i>ho kualidade ida ne'ebé aas ba diak setór privadu nian</i>		
3	Good oral and written communication skills in at least of 3 of the following languages: Portuguese, Tétum, English, and Indonesian / <i>Abilidade komunikasaun ne'ebé diak iha koalia no hakerek ne'ebé kuran liu lian/dalen oin tolu (3) husi lian/dalen hanesan tuir mai ne'e: Purtugés, Tétum, Inglés no Indonézia</i>		
4	Ability to work in a team and under pressure / <i>Abilidade hodi iha ekipa no ho presaun</i>		
5	Highly capable to overseeing the good management in public services, business registration process and issuance of Business Registration Certificates as well as Business Documents / <i>Kapável tebes atu hare'e ka tau matan jestaun diak iha serbisu sira ba atendimentu públiku, prosesu rejistu komersiál no emisaun ba Sertidaun no Sertifikadu Rejistu Komersiál nune'e mós Dokumentu Komersiál sira</i>		
	Excellent		



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6	<p>Understanding in Economic Activities ruled under the ISIC Code adopted by Timor-Leste Government <i>/ Iha koñesimentu ne'ebé exselente kona-bá Atividade Ekonómika sira ne'ebé regula husi Kódigu/Padraun PIKI (ISIC) ne'ebé adopta husi Timor-Leste</i></p>		
7	<p>Able to provide training related to SERVE, I.P.'s process <i>/ Bele ka konsege atu fornese treinamentu ka formasaun ne'ebé mak relasiona ho prosesu ka serbisu sira SERVE, I.P. nian</i></p>		
8	<p>An understanding of Timor-Leste's (GoTL) Companies Act, Business Registration and Licensing, Tax Legislation, as well as SERVE, I.P. operations / <i>Koñesimentu kona-bá Lei ba Sociedade Komersiál Timor-Leste nian, Rejistu Komersiál, Lei Taxa ka Impostu nian (Lei Tributária), nune'e mós hatene kona-bá Operasaun SERVE, I.P. nian</i></p>		

Please insert the date, your name and signature below here / *Halo favór insere ka koloka loron, ita bo'ot nia naran no asinatura iha kraik ne'e.*