

9 November, 2018

## **TERMS OF REFERENCE**

|                        |  |
|------------------------|--|
| <b>Job Title:</b>      | <b>Driver and Dispatcher (D &amp; D)</b>   |
| <b>Objective:</b>      | To provide respectful, safe and professional driving services to the Service for the Registration and Verification of Entrepreneurs, Public Institute (SERVE, I.P.) personnel for official meetings and other assigned destinations as well as perform delivery and other dispatch duties. |
| <b>Reporting to:</b>   | Supervisor for Administration and Finance  |
| <b>Classification:</b> | C1 – Technical Administrative Support  |
| <b>Position(s):</b>    | 2  |
| <b>Location:</b>       | Rua de Balide, Balide, Vera Cruz, Díli, Timor-Leste  |

### **I. SELECTION CRITERIA**

#### ***Essential:***

- Demonstrated working knowledge and experience in all stages in driving, maintaining as well as doing minor reparation related to vehicle driving life cycle.
- Comprehensive knowledge and understanding in driving and maintaining the security in driving.
- Possess a valid driving license and a good driving record.
- Proven experience in using vehicles with different types most specially the four-wheel-drive vehicles.
- Willing to travel to outstation when required.
- Punctual and organized.
- Disciplined, hardworking and honest.
- Demonstrated understanding of the added value of effective teamwork and perform good driving method as to maintaining the security for all passengers.
- Ability to communicate effectively in Tétum and in Portuguese.

#### ***Desirable***

- Posses at least Primary/Secondary school
- More than 10 years or relevant experience



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## II. SCOPE OF WORK

| RESPONSIBILITY   | PERFORMANCE INDICATOR   |
|--|---|
| 1. Transport of SERVE, I.P. personnel or staff on official duties according to requests, appointments or schedules.  | <ul style="list-style-type: none"><li>Reliability and timeliness</li><li>Full compliance with traffic regulations and safety, including valid car driver's license.</li><li>Safe, respectful and timely transport of passengers and/or delivery of goods.</li></ul> |
| 2. Perform dispatch duties, delivery and collection of assignments/documents on time, & ensure completion of dispatch record book.   | <ul style="list-style-type: none"><li>Dispatch record book completed.</li></ul>   |
| 3. Complete daily vehicle checklist and ensure vehicle is maintained in good order at all times including:<br>a. Clean, swept & polished (in/out)<br>b. Fuel<br>c. Oil, water, lights, tyre pressure | <ul style="list-style-type: none"><li>Full compliance with vehicle checklist and procedures.</li><li>Passenger satisfaction with vehicle cleanliness.</li></ul>   |
| 4. Maintain travel logs in accordance with vehicle procedures.   | <ul style="list-style-type: none"><li>Travel logs up to date and accurate</li><li>Full compliance with vehicle procedures</li></ul>   |
| 5. Ensure vehicle is booked for service, scheduled warranty and maintenance appointments.  | <ul style="list-style-type: none"><li>Full compliance with maintenance schedule.</li></ul>  |
| 6. Contribute to the SERVE, I.P. team outcome and have a high level of personal accountability.  | <ul style="list-style-type: none"><li>Keeps clear, detailed records of activities.</li><li>Can be relied upon to be at work and on time in accordance with assigned responsibilities.</li></ul>   |
| 7. 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"><li>Level of compliance with Code of Conduct</li><li>Level of Attendance and punctuality.</li></ul>   |
| 8. Perform other duties and reporting as assigned including minor mechanical maintenance   | <ul style="list-style-type: none"><li>Level of responsiveness to requests/direction</li></ul>   |

## III. KEY DELIVERABLES

- In accordance with Performance Indicators listed above.

#### **IV. PERFORMANCE EVALUATION**

The performance of the Driver and Dispatch (D & D) will be appraised and evaluated by the Supervisor for Administration and Finance and/or Senior Supervisor, using the Performance Appraisal System put in place and monitored by the Supervisor for Administration and Finance 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: **Driver and Dispatcher cum Administrative Support Services / Ba Postu Serbisu sira Suporte Administrativu nian (SSA) nu'udár: Motorista no Mensajeiru 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:*

| <b>No./ Nu.</b> | <b>Requirements/ Rekeztu sira</b>   | <b>Responses / Resposta sira</b> | <b>Remarks/ Explikasaun</b> |
|-----------------|---|----------------------------------|-----------------------------|
| <b>1</b>        | <b>Minimum with Senior High School Diploma / Mínimu ho Diploma Eskola Nível Sekundária</b>  |                                  |                             |
| <b>2</b>        | <b>Be committed and motivated to delivery of high quality of cleaning and janitorial services / Kompromete aan no motivadu hodi hala'o serbisu sira limpeza no porteuru nian ho qualidade ne'ebé aas/diak</b> |                                  |                             |
| <b>3</b>        | <b>Good oral and written communication skills in at least of 3 of the following languages:</b>  |                                  |                             |

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|          |   |  |  |
|----------|---|--|--|
|          | <b>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></b>  |  |  |
| <b>4</b> | <b>Ability to work in a team and under pressure / <i>Abilidade hodi iha ekipa no ho presaun</i></b>   |  |  |
| <b>5</b> | <b>Highly capable to overseeing the good management in driving and dispatching of letters and documents for various purposes around the office / <i>Kapável tebes atu hare'e ka tau matan jestaun diak iha lori ka konduz karreta no entrega karta sira no dokumentu sira ba propózitu oin-oin iha serbisu fatin/eskritóriu laran</i></b> |  |  |
| <b>6</b> | <b>Excellent Understanding in driving and dispatch properly as required / <i>Iha koñesimentu ne'ebé exselente kona-bá lori ka konduz karreta no entrega karta sira no dokumentu sira ho loloós tuir saída mak husu serbisu fatin/eskritóriu</i></b>   |  |  |
|          | <b>Able to provide</b>  |  |  |



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|   |   |  |  |
|---|---|--|--|
| 7 | <b>security and safety driving services and dispatch process correctly for the office at daily basis / <i>Bele ka konsege atu fornese serbisu sira lori ka konduz karreta no entrega karta sira no dokumentu sira ho loloós ba serbisu fatin/eskritóriu iha baze loron-loron</i></b>  |  |  |
| 8 | <b>An understanding of Timor-Leste's (GoTL) Transportation Law and Traffic Rules and Regulation and Code of Conduct in driving and dispatching office documents under the office order / <i>Koñesimentu kona-bá Lei Transporte no Regra no Regulamentu Tráfiku no Kódigu lori ka konduz karreta nian no entrega karta sira no dokumentu sira tuir orden serbisu fatin/eskritóriu nian</i></b> |  |  |

**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.***