



## LAUTOKA CITY COUNCIL

### ROLE DESCRIPTION: MARKET ATTENDANT

#### CORPORATE INFORMATION

1. Position Level: ADMIN 3
2. Remuneration: Salary will commensurate with qualification and experience (to be discussed during the interview). This is a contractual position with an initial period of three (3) years.
3. Duty Station: Lautoka Municipal Market, Lautoka
4. Reporting Responsibilities;
  - a) **Reports to:** Directly reports to the Market Manager or other HODs/Supervisors
  - b) **Liases with:** Head of Services, Manager Health Services Assistant Market Master and all other Department Heads and Sub-Heads
  - c) **Subordinates:** Market Cleaners
  - d) **External Relationships:** Heads of Departments, Vendors, Vendor Associations, Customers.

#### ROLE PURPOSE

The Market Attendant is responsible to collect Market Revenue from all sections including the Tavakubu Satellite Market, deal with complaints and supervise the general upkeep of the municipal markets. Assist Market Manger and Assistant Market Master in all aspects of market operations. The position requires opening and closing the Market in a timely manner, liaise with vendors on resolving matters and overseeing the general cleaning of the Market Surrounding.

#### KEY RESPONSIBILITIES

The Market Attendant is responsible for:

- Enforce Lautoka Market By – Laws.
- Supervise Market cleaners to ensure the general cleanliness and hygiene of the market is maintained.
- Ensure Market stalls are set up correctly.
- Attending to vendor complaints and resolving with all fairness.
- Ensure timely Collection of Market and Public Convenience Revenue.
- Following up with vendors on Market fee arrears.

- Opening and closing of the Market in a timely manner.
- Update and maintain accurate revenue reports.
- Correctly update the weekly revenue summary.
- Correct weighing of fish in the Fish Market for revenue collection.
- Identify produce on the vendors stall for correct fees to be charged.
- Prepare banking of Market fee collected.
- Reconciling cash collected with the receipt book.
- Report any incidence to the Supervisors or their representatives that may not be consistent with council's work ethics and values.
- Any other duties assigned by the Market Manager.

### **KEY PERFORMANCE INDICATORS**

Performance will be measured through the following indicators:

1. Timely collection of Market Revenue.
2. Opening and closing of Market in a timely manner.
3. Reconciliation of Revenue Receipt Books.
4. Update and Maintain weekly revenue summary.
5. Accurate preparation of revenue banking.
6. Transparency and Accountability.
7. Work ethics.
8. Meeting of vendors demands within the scope of work assigned.
9. Fulfilling the targets assigned by Supervisors.

### **PERSON SPECIFICATION**

Works activities are well defined and becomes routine after some experience. Requires a lot of initiative and innovative abilities.

In addition to an appropriate qualification (or equivalent relevant experience) the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

#### **Knowledge and Experience**

1. A tertiary qualification (at least Diploma) in Business Management or Accounting/Finance is required or Form 7 pass.
2. At least experience of 3-5 years or more in cash handling and revenue collection.
3. Highly developed time management and work prioritisation to plan, schedule and manage administrative work.
4. Ability to work independently with limited supervision and promote a team environment with the Market Staff and all Vendors.
5. Provide excellent customer care and complaints resolution to Market Vendors.

6. Ability to make independent decisions, having regard to policy guidelines and organisation practice.
7. Provide leadership, guidance and support to subordinates.

### **Skills and Abilities**

1. High professional ethics and integrity.
2. Have good oral and written communication skills.
3. Ability to handle difficult situations to achieve positive outcomes.
4. To be computer literate and knowledge in the use of MS Word, MS Excel and Outlook
5. Ability to work under pressure and deliver within timeframe.

### **Personal Character**

All applicants for employment in Lautoka City Council must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under the age of 60 years, in sound health, and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty