

Lemanu Peleti Mauga
Governor

Talauega E. Ale
Lieutenant Governor



Amalutasi Lynn Pulou-Alaimalo
Director, Human Resources

Max Tuitele
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Personnel/Administration

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Deputy Director
WIOA

**AMERICAN SAMOA GOVERNMENT
DEPARTMENT OF HUMAN RESOURCES
PAGO PAGO, AMERICAN SAMOA 96799**

JOB ANNOUNCEMENT

Job Title: Administrative Assistant I	Posting Date: January 10, 2024	Serial No.: 008-24
Department/Division: Office of Protection & Advocacy for the Disabled	Closing Date: January 25, 2024	Announcement No.: 008-24
Type of Position: Permanent	Posting Type: Employment Opportunity/ Open to the Public	Pay Grade and Salary Range: GS – 09 \$16,467-\$41,817 p.a.

General Description:

This is a frontline position, greeting customers and clients welcoming them to Office of Protection and Advocacy for the Disabled whether in person or over the telephone. Provide top customer service with professional disposition and courtesy. Provide accurate information about each of OPAD's nine programs. Also provide intake or referrals to appropriate Office Protection Advocacy Disabled, government or private programs for clients seeking assistance. Provide secretarial duties for Office Protection Advocacy Disabled Director and Deputy Director as requested.

Key Duties and Responsibilities:

- Receive calls requesting services, information and referral and/or referral and provide up-to-date accurate information and referral and advocacy assistance to callers and visitors
- Respond to all requests received in person or via telephone, fax or e-mail in a timely manner
- Interview potential clients, obtaining all relevant information and determine eligibility for services. Provide short-term assistance if appropriate. If not eligible for services, provide appropriate information, written materials and/or referral to other sources in the community
- Log information in the database on the intake, client, and I&R screens
- Follow up on identified intakes, provide further advocacy services including but not limited to, written or oral advice or draft letters
- Ensure Reception area is clean, safe and accessible at all times for visitors and clients
- Provide secretarial services for Directory file of all local/off-island contacts including grantors, service providers, local government agencies and private agencies contact numbers, email addresses, etc.
- Prepare issuance of placard, and prepare placard report to Accountant
- Inform Director of meeting and scheduled appointments, keeps a calendar of monthly planning and take notes of staff meeting for Director's assessment
- Other duties as may be required by Director

This is an Equal Employment Opportunity Employer

Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799

Ph: (684) 633-4485 / Email: hr@americansamoa.gov / Fax: (684) 633-1139

"Commitment to Service and Integrity"

Knowledge, Skills and Ability:

- Commitment to the mission of the Protection and Advocacy agency and to the Civil Rights of all people
- Ability to work with individuals from variety of cultural backgrounds and a demonstrated understanding of Office Protection and Advocacy for the Disabled policies, programs and relationships between services
- Ability to work both independently and in collaboration with others, maintain confidentiality; and to deal effectively with and negotiate through confrontational situations and stressful interactions
- Proficiency in computer literacy, including Excel
- Must have excellent telephone courtesy and reception skills
- Proficiency in oral and written communication skills

Academic and Experience Requirements:

- Applicant must have a Associate Degree from an accredited college or university plus four years of work related experience
- Salary will commensurate with degree and experience

Complete information concerning this vacancy may be obtained from the Personnel Division of the Department of Human Resources, or please contact the Recruitment unit at 633-4485/633-4000.

Fa'afetai tele,



Amalutasi Lynn Pulou-Alaimalo
Director, Department of Human Resources