



GOVERNMENT OF JAMAICA JAMAICA LIBRARY SERVICE JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Senior Secretary
JOB GRADE:	OPS/SS 3
POST NUMBER:	252349
DIVISION:	Human Resource Management & Administration
REPORTS TO:	Director, Human Resource Management & Administration
ACCOUNTABLE TO:	Director, Human Resource Management & Administration
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Job Purpose:

To provide secretarial and administrative support to the Director HRM&A.

Key Outputs:

- Office schedules and appointments maintained.
- Incoming calls, visitors and correspondence processed.
- Routine and official documents prepared.
- Arrangements for meetings performed.
- Minutes prepared
- Filing system maintained.
- Office inventories maintained.

Key Responsibility Areas:***Technical/ Professional Responsibilities***

- Performs stenographic duties for the production of letters, memoranda, minutes and other official documents.
- Receives telephone calls and visitors, makes appointments and confirms meetings.
- Monitors all inquiries directed to the office and provide where possible necessary advice or information required by clients.
- Maintains schedule of all appointments and official engagements of the Director and issues reminders of ensure fulfilment.
- Assists in the maintenance of effective client relations by, determining the nature of enquiries from visitors and callers.
- Liaises as necessary between the Director and the other staff for dissemination of information and instructions.
- Administers the attendance register and prepare monthly attendance report on staff in Division for submission to the Deputy Director Human Resource.
- Orders and maintains inventory on stationery used in the Division.
- Provides necessary logistic support in arranging meetings by arranging venues, informing attendees, and other related activities.
- Establishes and maintains a records management system/procedure for the Division.
- Performs follow ups to secure timely response from internal and external entities in respect to letters and memoranda emanating from the Division.
- Prepare draft responses, letters, memoranda, reports and notes of meetings.

Other Responsibilities

- Performs other related activities as requested

Authority (decisions the post holder has the power to make or recommend):

- To respond to queries and provide information
- To write routine letters

Performance Standards:

- Schedules and appointments are updated according to prescribed timeline.
- Incoming correspondence and calls are processed according to established guidelines.
- Meetings and travel arrangements are performed in accordance with guidelines.
- Routine and official documents are prepared within allotted timeframes.
- Minutes are prepared within agreed timeline and format.
- Percentage of errors in minutes and routine correspondence produced.
- Office supplies maintained according to established schedule.

Internal and External Contacts:

Contact	Purpose of Communication
Other Divisions	To share information
Executive Management	To share information

(ii) External Contacts (required for the achievement of the position's objectives)

Contact	Purpose of Communication
Service Providers	Responding to calls
Other MDAs	Share information, follow ups.

Working Conditions

- Typical office working conditions

Required Competencies:

Core

- Excellent organisational skills.
- Excellent communication skills.
- Team-oriented with excellent interpersonal skills.
- Confidential

Technical

- Excellent administrative and secretarial skills
- Proficiency in word processing and standard computer applications.

Minimum Required Education and Experience

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four (4) to five (5) years' general office experience;
OR

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four (4) to five (5) years' general office experience;
OR
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and four (4) to five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.