



## MINISTRY OF NATIONAL SECURITY

### JOB SPECIFICATION & DESCRIPTION

JOB TITLE: Executive Secretary  
POST NUMBER:  
JOB GRADE: OPS/SS 4  
DIVISION: Executive Management Unit

SUPERVISION RECEIVED FROM: Coordinator - MNS Portfolio Progress and Reporting

NATURE OF SUPERVISION: Periodic supervision based on established procedures

SUPERVISION GIVEN TO:

(a) DIRECTLY: N/A

(b) INDIRECTLY: N/A

### 1. JOB PURPOSE (one line reason for job existing)

Under the direct supervision of the Coordinator, is responsible for supporting the efficient and effective operation of the Office by providing efficient and effective secretarial and administrative support services.

### 3. KEY OUTPUTS (results, deliverables)

- Polite and knowledgeable customer service provided;
- Documents produced and filing system maintained;
- Information provided for customers and callers;
- Diary maintained and meetings and appointments arranged;
- Filing system operational;

- Office equipment and supplies managed and maintained for the office.

#### **4. PERFORMANCE INDICATORS** (how success will be measured)

- Level of customer satisfaction with service provided (internal and external);
- Documents produced with accuracy and within the established timeframe;
- Number of instances of documents filed inaccurately;
- Percentage (%) of the time that files are produced upon request;
- Adequacy and timelines of arrangements made;
- Number of instances of stock-outs of office supplies.

#### **5. JOB DUTIES & RESPONSIBILITIES** (aligned with the strategic objective in Sec.2)

##### **Professional/Technical Responsibilities**

- Maintains basic knowledge of the operations of the Office;
- Advises callers with whom to communicate in the Office regarding specific issues;
- Provides information to routine queries arriving at the Office, and directing other queries to the appropriate official;
- Makes, receives and routes telephone calls or takes messages in the Supervisor's absence;
- Takes dictation and reproduces confidential and other correspondence;
- Types necessary correspondence for dispatch;
- Drafts letters and memoranda based on general instructions;
- Scans, photocopies and dispatches documents as necessary;
- Records incoming and outgoing correspondence accurately, bring these to the attention of the Supervisor for action.
- Arranges for the printing, photocopying, binding, dispatching etc. of documents produced;
- Designs and maintains an effective general filing system;
- Maintains the database for tracking documents;
- Requests, retrieves and returns of files to the main registry;
- Deals with urgent correspondence, scans and emails in the absence of the Hon. Minister;
- Maintains the diary of the Supervisor;
- Arranges meetings, workshops, conferences etc., including the location, agenda, relevant documents;
- Takes action minutes at meetings when directed and circulates them as required;

- Maintains a list of addresses, telephone numbers and email addresses of external customers;
- Generates ad-hoc reports on request;
- Manages the Office's physical resources, such as printers, computers, phones etc. and arrange for the prompt repair or replacement of faulty equipment;
- Orders and secures stationery and other supplies for the Office.

### **Management/Administrative Responsibilities**

- N/A

### **Human Resource Responsibilities**

- N/A

### **OTHER DUTIES**

- Undertakes any other related duties within the remit of the post.

### **6. AUTHORITY** (decisions you have the power to make or recommend)

- None

### **7. RESOURCES MANAGED** (budget, purchases, other assets)

- Resources assigned to perform duties.

### **8. CONTACTS** (Liaises with)

#### ***Internal***

<u>Contact</u>	<u>Purpose</u>
Coordinator - MNS Portfolio Progress and Reporting	Receive guidance and provide information
Other Divisional/Unit Heads and staff	Provide information

#### ***External***

<u>Contact</u>	<u>Purpose</u>
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Ministries, Departments & Agencies	Provide and obtain information.
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## 9. MINIMUM REQUIREMENTS

### QUALIFICATIONS & EXPERIENCE

- Five (5) O'level or CXC passes, including English and Mathematics;
- Certificate in Administrative Management Level 2;
- Minimum four (4) years experience

### SPECIFIC KNOWLEDGE & SKILLS

- Strong interpersonal, time management and communication (oral and written skills);
- Good telephone and office etiquette;
- Competent in Microsoft Word, Outlook, Excel, PowerPoint and Publisher
- Typing 50 – 60 wpm;
- Ability to use the office machines, e.g. memory writer, binder, photocopier, computer and fax machine;
- Knowledge of Corporate services operations in Government;
- Attention to detail and accuracy;
- Knowledge of the Staff Orders for the Public Service;
- Knowledge of record management;
- Organisation and time management skills;
- Ability to maintain confidentiality

## 10. COMPETENCIES (see PMAS Competency Framework for behavioural attributes)

The post holder needs to demonstrate the following competencies:

Core competencies	Level	Technical /functional competencies	Level
Customer & Quality Focus	2	Analytical Thinking, Problem Solving & Decision Making	1
Interpersonal Skills	2	Job Knowledge	2
Team work & Co-operation	2	Planning & Organizing	2
Oral and Written Communication	2	Use of Technology	2
Initiative	1	Goals /Results Oriented	1

		Compliance	1
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### 11. SPECIAL CONDITIONS OF THE JOB (disagreeable work environment etc.)

- Typical working environment, no adverse working conditions;

### 12. VALIDATION

Incumbent \_\_\_\_\_ Date \_\_\_\_\_

Name of Supervisor \_\_\_\_\_

Job Title of Supervisor \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_

**The Head of the Division's agreement as signified below has validated this document:**

Name \_\_\_\_\_ of \_\_\_\_\_ Head

Job \_\_\_\_\_ Title \_\_\_\_\_ of Head \_\_\_\_\_

Signature \_\_\_\_\_ of Head \_\_\_\_\_  
Date \_\_\_\_\_