



MINISTRY OF NATIONAL SECURITY

JOB SPECIFICATION & DESCRIPTION

JOB TITLE: Secretary
POST NO:
JOB GRADE: OPS/SS 2
DIVISION: Law Enforcement, Forensics, Border Security, Defence & Protective Security Policy
BRANCH/UNIT: Caribbean Regional Drug Law Enforcement Training Centre

SUPERVISION RECEIVED FROM: Administrative Manager (GMG/SEG 2)
NATURE OF SUPERVISION: Ongoing
SUPERVISION GIVEN TO:
DIRECTLY: N/A

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

The incumbent is responsible providing secretarial support to the Administrative Manager.

2. STRATEGIC OBJECTIVES (statements of intent of what the post seeks to achieve)

1. To provide secretarial support to contribute to the smooth operations of the Administrative Manager's Office;
2. To provide excellent customer service in accordance with the stipulated guidelines;
3. To provide support to the operations of REDTRAC in the achievement of the strategic objectives.

3. KEY OUTPUTS (results, deliverables)

- Correspondence typed;
- Incoming and outgoing correspondence recorded;
- Filing system maintained;
- Response provided to queries;
- Visitors screened and directed;
- Calls answered and routed;
- Typed material proofread;
- Administrative manager's diary maintained;
- Correspondence dispatched;

4. PERFORMANCE INDICATORS (how success will be measured)

- Correspondence accurately typed within the agreed timeframe;
- Filing system maintained in accordance with the stipulated guidelines;
- Visitors screened and directed in keeping with the stipulated guidelines;
- Calls answered and routed in a timely manner;
- Accurate response provided to queries in within the agreed timeframe;
- Correspondence dispatched within the agreed timeframe;
- Typed material accurately proofread within the agreed timeframe;
- Administrative manager's diary maintained within the agreed timeframe
- Commitment documents prepared with respect to taxi allowance as stipulated
- Overtime allowances forms prepared for submission within agreed time frame

5. JOB DUTIES & RESPONSIBILITIES (grouped under strategic objectives in Sec.2)

1. To provide secretarial support to contribute to the smooth operations of the Administrative Manager's Office:

- Types letters, correspondence, reports and all related documents for the Administrative Manager;
- Proofreads typed material for errors and submits for review;
- Keeps a record of appointments scheduled for the Administrative Manager in a diary and reminds Supervisor of same;
- Prepares acknowledgement letter for routine correspondence;
- Researches for information required for replies to correspondence and meetings;
- Updates leave cards for staff;
- Classifies and files documents;
- Records incoming and outgoing correspondence;
- Emails documents as requested;
- Dispatches correspondence to relevant officers;
- Assists with the preparation of functions, seminars, and graduation;
- Assists with the preparation of name tags, desk tags, door tags and folders for courses;
- Circulates circular, interoffice memo and other documents from the Ministry of Finance and Planning and the Ministry of National Security to members of staff;
- Collects overseas currencies from Academic unit for submission to the Exchange Traders;
- Prepares schedule for social activities with respect to the Participants on course;
- Prepares rooming schedule for Participants;

2. To provide excellent customer service in accordance with the stipulated guidelines:

- Submits routine queries to the Administrative manager
- Welcomes guest and Participants
- Provides information to Guest and Participants on work related matters and to relevant officers

3. To provide support to the operations of REDTRAC in the achievement of the strategic objectives:

- Liaises with Students Affairs Director for the names of participants;
- Liaises with Office Manager for stationery needed for the preparation of course
- Assists with the preparation of folders ,name tags and door tags for upcoming courses
- Assists with the preparation of the Participants key book and distribution of keys to participants

Other Responsibilities:

- Performs other related functions assigned.

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

- N/A

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

Physical resources assigned to perform duties

8. CONTACTS (Liaises with)

Contact	Purpose of Communication
Administrative Manager	To receive guidance and provide information on assignments.
Other Directors and staff	To provide information and receive information

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

Contact	Purpose of Communication
Ministry of National Security	To provide information and receive information

9. MINIMUM REQUIREMENTS TO START

QUALIFICATIONS & EXPERIENCE

- Four (4) CXC or GCE 'O' Level subjects including English Language with proficiency in typewriting at a speed of 40-45 words per minute OR
- Successful completion of the prescribed Administrative Management course at the Management Institute for National Development (MIND);
- At least 2 years' experience within the secretarial field.

SPECIFIC KNOWLEDGE & SKILLS

- Organizational awareness – general knowledge of the role and functions of the Ministry
- Confidential
- Knowledge of modern office processes and procedures;
- Knowledge of Computer Applications;
- Knowledgeable on filing System
- Ability to work on own initiative;
- Good oral and written communication skills;
- Good customer service skills;
- Knowledge of telephone techniques.

The post holder needs to demonstrate the following PMAS related competencies:

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

10. SPECIAL CONDITIONS OF THE JOB (disagreeable work environment etc.)

- Critical deadlines for completion of tasks;
- May be required to work beyond the normal working hours;
- Typical working condition.
- May be required to work on weekends
- Office is distance from main gate

11. 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: Head of Division

Job Title of Head of Division

Signature of Supervisor

Date