



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

**Ministry/Entity: Ministry of Health**

<b>JOB TITLE:</b>	Senior Secretary
<b>JOB GRADE:</b>	OPS/SS 3
<b>POST NUMBER:</b>	27486
<b>DIVISION/BRANCH:</b>	Corporate Services Division/ Human Resource Management & Development Branch
<b>SECTION/UNIT:</b>	-
<b>REPORTS TO:</b>	Director, Human Resource Management and Developments
<b>MANAGES:</b>	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

\_\_\_\_\_

## **1. JOB PURPOSE (Reason for Existence)**

Reporting to the Director, Human Resource Management and Development, the Senior Secretary is responsible to provide secretarial and administrative support and to ensure the effective and efficient functioning of the Director's office.

## **2. KEY OUTPUTS (Results, Deliverables)**

- Letters/memoranda composed;
- Notes and reports produced, reproduced and distributed;
- Information assembled , disseminated and communicated ;
- Incoming/outgoing mail processed;
- Meetings/workshops planned, coordinated and organized;
- Appointments/engagements scheduled, and logged;
- Proper storage and retrieval of documents manually and electronically;
- Office administration managed and office supplies maintained;
- Calls and visitors handled;

## **3. KEY RESPONSIBILITIES (Activities, Tasks)**

### **A.) Management/Administrative**

- Organises meetings and meeting venues and inform attendees of meetings beforehand;
- Prepares Agendas for meetings and organise relevant information and documents;
- Maintains schedules of routine and special appointments for the Director, advising of matters requiring prompt attention;

- Receives and makes telephone calls for the Director and other staff in the Branch;
- Receive/hosts visitors to the Director;
- Operates office equipment such as photocopier, fax machine in support of the work of the Director and the Branch;
- Maintains an effective filing and storage system that allows security, and speedy retrieval of documents/information in accordance with established standards.
- Maintains adequate supply of stationery and other office supplies for the Director's office.

#### **B.) Technical/Professional**

- Composes letters/memoranda from general instructions;
- Drafts letters of a routine nature and other correspondence for the Director's signature;
- Takes dictation and reproduces notes in an accurate and presentable manner;
- Processes incoming and outgoing correspondence in accordance with established guidelines;
- Researches and compiles information as requested;
- Assembles and disseminates information to internal and external personnel as requested;
- Takes minutes at meetings and reproduce and distributes in accordance with established guidelines;
- Retrieves documents/information from Registry, Documentation Centre as required by the Director in accordance with established standards;
- Assists in preparation and collection of standard reports;

#### **C.) Other Responsibilities**

- Performs other related duties that may from time to time be assigned.

#### 4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Composed letters and memoranda are free of grammatical errors and are timely;
- Notes and reports produced, reproduced and distributed in a timely manner are sound and a high level of accuracy is maintained;
- Information assembled, disseminated and communicated in a timely manner;
- Incoming/outgoing mail processed and distributed in a timely manner;
- Meetings /workshops are efficiently planned, coordinated and organized;
- Appointments/engagements are accurately logged and reminders provided to facilitate effective preparation and timely arrival;
- Files and supporting documentation easily retrieved and securely stored
- Office administration managed and office supplies maintained;
- Visitors, callers and other business contacts are treated with courtesy and their requests/questions are handled in a timely manner;
- Stipulated deadlines and quality standards are consistently met;
- Confidentiality, courtesy, professionalism, dependability and tact are displayed in the conduct of duties;
- Harmonious relations are maintained with staff members and external contacts.

#### 5. INTERNAL AND EXTERNAL CONTACTS

i.) Internal

Contact (Title)	Purpose of Communication
Director, Corporate Services	Obtain advice, receive directives and guidance, information regarding portfolio, and provide feedback.
Director, Human Resource	Obtain advice, receive directives and

Contact (Title)	Purpose of Communication
Management & Development	guidance, information regarding portfolio, and provide feedback.
Members of staff in the Branch, Division/Ministry	Collaborate, obtain and share information, Receiving request/ concerns/issues re services done or to be done
Regional Health Authorities	Human Resource issues

ii) External

Contact	Purpose of Communication
Office of the Services Commissions	Human Resource matters

## 6. REQUIRED COMPETENCIES:

### Core

- Excellent oral and written communication skills
- Excellent Human Relations and Interpersonal skills;
- Excellent time management, planning and organizing skills.
- Ability to demonstrate a high level of initiative, professionalism and confidentiality;
- Ability to work on own initiative.

### Technical

- Sound knowledge of record keeping and records/file management techniques;
- Sound knowledge of secretarial procedures and practices;
- Proficiency in typewriting and shorthand;
- Proficiency in the use of relevant computer software including spreadsheet and other computer applications;
- Knowledge of modern office equipment,

## 7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Successful completion of a course of study at an accredited Secretarial School and English Language at the CXC/GCE O'Level English;

- Successful completion of the Certified Administrative Management (CAM) Level 2 Course at MIND;
- Typewriting/word processing speed of at least 50 wpm;
- Excellent shorthand/note taking skills of at least 100wpm;
- At least four years general office experience

**8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:**

- May be required to work beyond normal hours from time to time.

**9. AUTHORITY TO:**

- Screen visitors/telephone calls to the Director.

**10. WORKING CONDITION:**

- Normal office conditions