



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Attendant (Female)
JOB GRADE:	LMO/TS 3
POST NUMBER:	27542, 27547
DIVISION/BRANCH:	Corporate Services/Administration Branch
SECTION/UNIT:	Assets, Office & Special Services Unit
REPORTS TO:	Director, Assets, Office & Special Services
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

1. JOB PURPOSE (Reason for Existence)

Under the supervision of the Director, Assets, Office & Special Services, the Attendant contributes to creating a positive and productive work environment for the Ministry through the provision of ancillary services by distribution of files and correspondence, preparation and service of refreshments, maintenance of pantry equipment and duplication and collation of documents.

The incumbent also undertakes supervisory responsibilities in the absence of the Director.

2. KEY OUTPUTS (Results, Deliverables)

- Files, mails and correspondence distributed;
- Refreshments prepared and served;
- Glasses and igloos cleaned;
- Water served;
- Pantry hygiene and safety maintained;
- Pantry utensils and related equipment maintained;
- Documents/hand-outs duplicated and collated.

3. KEY RESPONSIBILITIES (Activities, Tasks)

- Supervises female attendants in the absence of the Director;
- Delivers files, mails, correspondence and other documents to and from various divisions;
- Checks officers dips for files, mails, correspondence and other documents every two (2) to three (3) hours for delivery;
- Prepares and serves refreshments to members of staff and visitors at internal and external meetings;
- Glasses and igloos cleaned daily;
- Water served to staff daily or as requested;
- Maintains pantry utensils and related equipment, and reports defects, malfunction or

shortage to the Director, Assets, Office & Special Services immediately;

- Duplicates and collates documents, hand-outs for seminars and workshops, as required;
- Run errands as required;
- Performs other related duties as assigned by the Director from time to time.

4. PERFORMANCE STANDARDS (How Success Will Be Measured)

- Supervision given in an efficient and effective manner;
- Files, mails and correspondence for distribution are delivered within established procedures and guidelines;
- Preparation and service of refreshments are conducted in accordance with established procedures;
- Glasses and igloos cleaned daily;
- Water served daily or as requested;
- The pantry is maintained in a hygienic and orderly manner and safety and sanitation rules and standards are adhered;
- Incidents of malfunctioning, defective or loss of equipment and utensils are reported promptly;
- Documents/hand-outs duplicated and collated within given time frame.

5. INTERNAL AND EXTERNAL CONTACTS:

i) Internal

Contact (Title)	Purpose of Communication
Director, Administration	Obtain advice, receive directives, and guidance regarding portfolio and provide feedback
Director, Assets, Office & Special Services	Obtain advice, receive directives, work assignments and guidance regarding portfolio

Contact (Title)	Purpose of Communication
	and provide feedback
Divisional, Branch, Unit Heads, other members of staff	Matters relating to delivery of mails etc. and other ancillary service
ii) External Contact	
Contact	Purpose of Communication
Visitors	Serving of refreshment

6. REQUIRED COMPETENCIES:

Core

- Ability to read and write and follow instructions;
- Ability to communicate effectively with a wide range of people;
- Good planning and organizing skills;
- Ability to operate office equipment;
- Understands the necessity for confidentiality;
- Be honest and display integrity;
- Displays sensitivity to and awareness of the needs of others;
- Pleasant, good-natured and cooperative.

Technical

- Knowledge of Ministry's policies and procedures.

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Secondary school education. (School Leavers Certificate) or equivalent;
- Training in food preparation would be an asset;
- One (1) years experience in a similar capacity

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB

- Holder of a food handlers permit
- Physical effort is required e.g. frequent walking and standing

- Required to work beyond normal working hours, whenever the need arises;

9. AUTHORITY TO:

N/A

10. WORKING CONDITIONS

- Normal office conditions;
- Occasionally exposure to dust.