



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

**Ministry/Entity: Ministry of Health**

|                         |                             |
|-------------------------|-----------------------------|
| <b>JOB TITLE:</b>       | Secretary 2                 |
| <b>JOB GRADE:</b>       | OPS/SS 2                    |
| <b>POST NUMBER:</b>     | 27400                       |
| <b>DIVISION/BRANCH:</b> | Corporate Services Division |
| <b>SECTION/UNIT</b>     | <b>Administration Unit</b>  |
| <b>REPORTS TO:</b>      | Director, Administration    |
| <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, Administration, the incumbent will provide secretarial support for the effective operations of the unit.

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

- Documents typed, amended and collated;
- Notes and minutes produced, reproduced and distributed;
- Incoming/outgoing mail processed;
- Meetings 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, seminars, workshops and venues and inform attendees of meetings beforehand;
- Prepares Agendas for meetings and organise relevant information and documents;
- Maintains schedules of meetings and appointments for the Director;
- Receives and makes telephone calls for the Director and other staff in the Unit;

- Receive/hosts visitors to the Director;
- Maintains an effective and efficient information storage and retrieval system both manually and electronically;
- Ensures the safety of confidential files and records;
- Maintains adequate supply of stationery and other office supplies for the Director's office.

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

- Drafts letters of a routine nature and other correspondence for the Director's signature;
- Responds to internal and external requests for basic information on payments etc;
- Attends in-house meetings and takes notes and reproduces in an accurate and presentable manner;
- Makes amendments and collate documents as necessary;
- Follow-up on correspondence and assignments issued by the Director to officers;
- Processes incoming and outgoing correspondence;
- Ensures prompt and accurate recording of the receipt and movement of correspondence;
- Retrieves documents/information from Registry, Documentation Centre as required by the Director in accordance with established standards;
- Operates office equipment such as photocopier, fax machine in support of the work of the Director and the Unit;
- Liaises with the Regional Health Authorities and other government departments and agencies as required;
- 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)

- Documents typed, amended and collated are accurate and produced in the appropriate format;
- Notes and minutes produced, reproduced and distributed in a timely manner are sound and a high level of accuracy is maintained;
- Incoming/outgoing mail processed and distributed in a timely manner;
- Meetings /workshops are efficiently planned, coordinated and organized;
- Appointments/engagements scheduled, and 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;
- 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, Administration | Obtain advice, receive directives and guidance, work assignments information regarding portfolio, and provide feedback. |
| Members of staff in the  | Collaborate, obtain and share information,  |

| Contact (Title)        | Purpose of Communication  |
|------------------------|---|
| Unit/Division/Ministry | receiving request/ concerns/issues re services done or to be done |

ii) External

| Contact           | Purpose of Communication          |
|-------------------|-----------------------------------|
| Service providers | Matters relating to bill payments |

## 6. REQUIRED COMPETENCIES:

### Core

- Good oral and written communication skills
- Good Human Relations and Interpersonal skills;
- Good 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 prescribed Office Professional Training Course at the Management Institute for National Development at (MIND);

- Typewriting/word processing at a speed of 45-50 wpm;
- Good shorthand/note taking skills of at least 100wpm would be an asset;
- At least two (2) years working experience in a similar capacity.

**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