



CIVIL SERVICE OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

Ministry/Entity: Ministry of Health

JOB TITLE:	Secretary 1
JOB GRADE:	OPS/SS 1
POST NUMBER:	
DIVISION/BRANCH:	Corporate Services Division/ Administration Branch
SECTION/UNIT:	Assets, Office and Special Services Unit
REPORTS TO:	Director, Assets, Office and 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)

Reporting to the Director, Assets, Office and Special Services, the incumbent will provide secretarial support for the effective operations of the unit.

2. KEY OUTPUTS (Results, Deliverables)

- Documents typed, amended and collated;
- Incoming/outgoing mail processed;
- 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

- Maintains an effective and efficient information storage and retrieval system both manually and electronically;
- Ensures the safety of files and records;

B.) Technical/Professional

- Drafts letters of a routine nature and other correspondence for the Director's signature;
- Attends in-house meetings and takes notes and reproduces in an accurate and presentable manner;

- Makes amendments and collate documents as necessary;
- Processes incoming and outgoing correspondence;
- Ensures prompt and accurate recording of the receipt and movement of correspondence;
- Maintains an effective and efficient information storage and retrieval system both manually and electronically;
- 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;
- Assists in preparation and collection of standard reports;
- Receives and makes telephone calls;

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;
- Incoming/outgoing mail processed and distributed in a timely manner;
- 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; sound and a high level of accuracy is maintained;

5. INTERNAL AND EXTERNAL CONTACTS

i.) Internal

Contact (Title)	Purpose of Communication
Director, Administration	Obtain advice, receive directives and guidance, information regarding portfolio, and provide feedback.
Director, Assets, Office and Special Services	Obtain advice, receive directives and guidance, work assignments information regarding portfolio, and provide feedback.
Members of staff in the Unit/Division/Ministry	Collaborate, obtain information, receiving request/ concerns/issues re services done or to be done

ii) External

Contact	Purpose of Communication
Service providers	Matters relating to services rendered

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 level of initiative, professionalism and confidentiality;
- Excellent skills in teamwork and cooperation;

Technical

- Sound knowledge of record keeping and records/file management techniques;
- Sound knowledge of secretarial procedures and practices;
- Knowledge of office procedures;
- 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

- Four (4) CXC/GCE O' Level subjects including English Language and Mathematics;
- Completion of Management Institute for National Development (MIND) secretarial Level 1 qualifying examination.

8. SPECIAL CONDITIONS ASSOCIATED WITH JOB:

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

9. AUTHORITY TO:

N/A

10. WORKING CONDITION:

- Normal office conditions

