



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION & SPECIFICATION**

Ministry/Entity: MINISTRY OF JUSTICE	
Job Title	Office Attendant
Job Grade	LMO/TS 2
Post Number	
Branch/Unit	
Division	Justice Centres
Reports To:	Administrators
Direct Reports	N/A
Indirect Reports	N/A

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

A. JOB PURPOSE STATEMENT (reason for job existing)

Under the direction of the Administrator the incumbent provides ancillary services that will contribute to the overall effectiveness and efficiency of the Justice Centre

B. KEY OUTPUTS

- Meeting rooms prepared
- Newspaper delivered
- Mails/files dispatched
- Documents copied
- Furniture, equipment and general work areas cleaned
- Water/refreshment served
- Cutlery and utensils washed

C. KEY RESPONSIBILITY AREAS

- Ensuring that the work environment is pleasing by:
 - (a) cleaning the offices and telephones and dusting all office furniture daily;
 - (b) Cleaning bathrooms (located inside office space) on a daily basis and ensuring that toiletries are in place.
- Washing utensils and cutlery daily
- Cleaning lunch room and washing sink daily
- Cleaning the refrigerator
- Preparing and serving beverages and water to staff or as otherwise directed
- Preparing and serving refreshments at meetings
- Assisting with preparation for meetings, and ensuring that the Conference Room is properly arranged
- Turn off all the lights before leaving in the evenings
- Maintaining a clean and pleasant working environment
- Delivers newspapers to Units
- Assisting with the dispatching of mails throughout the Corporate Area
- Assists with the relocation/removal of office furniture and equipment, when necessary (M)
- Photocopying correspondence/documents as directed
- Dusts files as directed
- Collects and dispatches internal correspondence/files
- Delivering mail to Government Ministries/Departments and other addressees
- Preparing the conference room for meetings and assisting with the preparation and serving of refreshments
- Ensuring that the office windows and doors are securely locked at the end of each work day
- Reporting fixtures in the office which need to be repaired/replaced (light bulbs, etc.)
- Taking mail to the Post Office and collecting mail daily or as directed
- Assists in answering the telephone
- Perform any other related duties as assigned

D. PERFORMANCE STANDARDS

- The care taken in ensuring a clean and pleasant working environment
- The efficiency and promptness with which photocopying assignments are carried out
- The promptness with which mail is collected and dispatched
- Meeting rooms are prepared in keeping with established guidelines
- Newspaper delivered daily
- Mails/files are dispatched to the relevant person/place in a timely manner
- Documents are copied in the agreed timeframe and guidelines
- Furniture, equipment and general work areas are kept clean in accordance with agreed guidelines
- Water is served on a daily basis in the agreed timeline
- Refreshments are prepared and served in the agreed timeline and in accordance with the established policies and procedures
- Cutlery and utensils are washed daily and in accordance with the established guidelines

E. REQUIRED COMPETENCIES

(I. and II. See PMAS Competency framework for behavioural attributes)

I. Core Competencies	Level	II. Technical/Functional Competencies	level
Oral Communication		Planning and Organising	
Written Communication			
Integrity			
Team Work & Cooperation			
Initiative			
Compliance			
Time Management			
Interpersonal			
Adaptability			
Customer and Quality Focus			

F. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

(a) Specific knowledge (however acquired) required to start:

- Working knowledge of established hygiene standards
- Working knowledge of office decorum

(b) Qualifications and Experience

- School Leavers Certificate or equivalent
- Food Handlers' Permit
- A minimum of two or three years experience in a similar position

(C) Continuous Professional Development

- Attend relevant training on emerging trends and practices within the field.

G. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Agreeable office environment
- Maybe required to work beyond normal working hours on special occasions

H. AUTHORITY

N/A