



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF JUSTICE

JOB TITLE: Senior Secretary
JOB GRADE: OPS/SS3
POST NUMBER: 71987
BRANCH/DIVISION: Project Management and Technical Services
DIVISION: Project Management and Technical Services
REPORTS TO: Senior Director, Project Management and Technical Services
MANAGES:

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

Strategic Objectives of the Division (in which the position is located):

TBD

Job Purpose

Under the supervision of the Senior Director, the incumbent provides secretarial support services to ensure the efficient and effective operations of the Project Management and Technical Services Division.

Key Outputs:

- Filing system maintained
- Documents produced
- Information disseminated
- Diary maintained
- Stationery in place
- Correspondence/file records
- Information provided upon request
- Appointments/meetings scheduled
- Mail recorded and Mail System maintained
- Office Supplies requested

Key Responsibility Areas:

- Prepare letters, memoranda, reports and documents for supervisor's signature;
- Prepare responses to correspondence containing routine enquiries;
- Open, sort and distribute incoming correspondence, including emails;
- File and retrieve documents, records and reports;
- Prepare requisitions for office supplies and maintain record of the distribution of stationery and supplies to members of staff within the Unit;
- In consultation with Supervisor, maintain and update appointment diary;
- Provide administrative/secretarial support for the unit by answering telephones, assisting visiting personnel, and resolving and/or referring a range of administrative problems and enquiries;
- Schedule and coordinate meetings, events, interviews, appointments, and/or other similar activities for supervisor, which may include arrangements for coordinating travel and accommodation;
- Establishes and maintains an electronic tracking system for correspondence, files and progress reports.
- Prepare monthly and quarterly reports;
- Provides general information to internal and external customers/clients as directed;
- Perform any other duties assigned.

Performance Standards:

This job is satisfactorily performed when:

- Documents produced are accurately formatted and produced within the agreed time frame;
- Diary accurately updated after consultation with Supervisor in accordance with established format and time frame;
- Electronic tracking system established and updated in a timely manner;
- Telephone calls/Visitors are dealt with in a professional and timely manner in accordance with established guidelines;
- Travel Itinerary prepared in consultation with officer and in accordance with the established guidelines and within agreed time frame;
- Information provided should be clear and accurate and within the agreed time frame.

Internal and External Contacts (specify purpose of significant contacts:

Within the Division

Contact (Title)	Purpose of Communication
Director, Technical Services	Receive guidance and provide information
Staff in the Technical Services Branch	For information

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Departments and Agencies of the MOJ	<ul style="list-style-type: none">• Develop and maintain effective relationships;• Exchange information;• Liaise on key Technical Services issues
Court Administration Division	<ul style="list-style-type: none">• Share information
Clients and project stakeholders	<ul style="list-style-type: none">• Collaborate on matters, exchange information and seek feedback
Suppliers of goods and services and works contractors	<ul style="list-style-type: none">• Exchange of information.

Required Competencies:

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

III. Other Competencies	level
Ability to compose and edit written material	
Ability to work under pressure and meet deadlines	
Tact and decorum when dealing with people	

Minimum Required Education and Experience

Qualifications and Experience

- CXC/GCE O'level English Language; successful completion of the Certificate in Administrative Management (CAM) level 2 at the Management Institute for National Development (MIND), proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus 4-5 years general office experience.

OR

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; training in the use of a variety of software applications e.g. word processing, database and spreadsheets; English Language at CXC/GCE O'level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND) plus 4-5 years general office experience.

Authority:

- Re-route calls and correspondence
- Check documents for accuracy.

Specific Conditions associated with the job

- Normal working conditions