CIVIL SERVICE OF JAMAICA
MINISTRY OF SCIENCE, ENERGY AND TECHNOLOGY

Job Description and Specification

JOB TITLE: Secretary 2
JOB GRADE: OPS/SS2
POST #: 8933
DIVISION: Information Communication Technology
UNIT: Post and Telecommunications
REPORTS TO: Director, Post and Telecommunications
MANAGES: None

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/revise
JOB PURPOSE

Under the general direction of the Director, Post and Telecommunications the incumbent is responsible for providing secretarial support by performing assigned duties promptly and efficiently.

KEY OUTPUTS

- Maintenance of shared electronic folders, calendars and work diary
- Draft and finalized correspondence (letters, memoranda etc.)
- Coordination of meetings
- Notes and minutes of meetings
- Travel and accommodation arrangements

KEY RESPONSIBILITY AREAS

Administrative

- Maintains shared electronic folders containing calendar and contacts in the Microsoft Outlook programme to ensure co-ordination.
- Drafts and finalizes some letters and memoranda.
- Screens telephone calls and visitors.
- Handles routine correspondence on behalf of the Director, Post and Telecommunications by retrieving and sending correspondence from intranet and internet or otherwise.
- Maintains the work diary (both electronically and written) recording appointments, meetings visit etc. on a day-to-day basis and confirms, cancels and reschedules appointments for staff.
- Performs any other related duties delegated by the Director, Post and Telecommunications.

Technical

- Ensures that all correspondence of a general or routine nature received are properly actioned.
- Prepares draft responses to certain correspondence for vetting by the Director, Post and Telecommunications.
- Addresses some problems relating to the routine operations of the office by interfacing with the appropriate MSET’s staff and other Government entities as well as the private sector.
• Keeps abreast of the progress of activities within the MSET, providing background information, as well as preparing the Director, Post and Telecommunications for participation in meetings.
• Organizes meetings for the Director, Post and Telecommunications.
• Takes notes at meeting and produces minutes.
• Prepares pre-conference papers for the Director, Post and Telecommunications and attends meetings as may be required.
• Keeps the Director abreast of relevant information on media coverage/public opinion as they relate to Post and Telecommunications issues of the MSET’s portfolio.
• Makes travel and accommodation arrangements for the Director when necessary.

INTERNAL AND EXTERNAL CONTACTS

**Internal**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Post and Telecommunications</td>
<td>Work assignment, guidance</td>
</tr>
<tr>
<td>All staff members in MSET</td>
<td>Sharing and receiving information on behalf of the Director, Post and Telecommunications</td>
</tr>
</tbody>
</table>

**External**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministries Departments and Agencies</td>
<td>Sharing and receiving information on behalf of the Director, Post and Telecommunications</td>
</tr>
</tbody>
</table>

PERFORMANCE STANDARDS

• Notes taken and minutes produced accurately.
• Assignments completed on time and according to stipulated format and requirements.
• Research issues dealt with according to timeline given by the Director, Post and Telecommunications.
• Meetings satisfactorily scheduled and coordinated.
• Records properly maintained.
• Customers treated courteously and promptly.
• Confidentiality maintained in the execution of duties
REQUIRED COMPETENCIES

The Performance Management and Appraisal System: Guideline System and Reference Manual – Competency Framework informed the following with grade ‘1’ being the lowest and ‘3’ or ‘4’ the highest

<table>
<thead>
<tr>
<th>Core</th>
<th>Level</th>
<th>Functional</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral communication</td>
<td>2</td>
<td>Initiative</td>
<td>1</td>
</tr>
<tr>
<td>Written communication</td>
<td>2</td>
<td>Use of technology (relevant computer applications)</td>
<td>1</td>
</tr>
<tr>
<td>Customer and quality focus</td>
<td>2</td>
<td>Problem solving and decision making</td>
<td>1</td>
</tr>
<tr>
<td>Team work and cooperation</td>
<td>2</td>
<td>Planning and organizing</td>
<td>2</td>
</tr>
<tr>
<td>Interpersonal skills</td>
<td>2</td>
<td>Excellent records and information management skills</td>
<td>-</td>
</tr>
<tr>
<td>Compliance</td>
<td>1</td>
<td>Ability to record and transcribe minutes</td>
<td>-</td>
</tr>
<tr>
<td>Integrity</td>
<td>4</td>
<td>Ability to maintain calendars and schedule appointments</td>
<td>-</td>
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<tr>
<td></td>
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<td>Ability to create, compose and edit written materials</td>
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<td></td>
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<td>Ability to work under pressure and meet deadlines</td>
<td>-</td>
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</tbody>
</table>

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- CXC or GCE ‘O’ Level English Language or equivalent;
- Proficiency in typewriting at a speed of 40 – 45 words per minute;
- Successful completion of Certificate in Administrative Management (Level 1) at the Management Institute for National Development (MIND) or Diploma/Certificate from an accredited secretarial school;
- Shorthand at a speed of 80 -100 words per minute would be an asset;
- Training in the use of Microsoft Office and other relevant computer applications;
- Two (2) years general office experience

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal office conditions
- May be required to work beyond normal working hours.
- Prolonged use of computer.

AUTHORITY

- N/A