# CIVIL SERVICE OF JAMAICA
## JOB DESCRIPTION AND SPECIFICATION
## MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND TRANSPORT (MSETT)

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|---|---|
| **JOB TITLE:** | Senior Secretary |
| **JOB GRADE:** | OPS/SS 3 |
| **POST NUMBER:** 58544 | |
| **DIVISION:** | Strategic Planning and Policy Services Division |
| **BRANCH/UNIT:** Policy Analysis Research and Development | |
| **REPORTS TO:** | Senior Director, Policy Analysis, Research and Development |
| **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

## JOB PURPOSE

Under the direct supervision of the Senior Director, Policy Analysis, Research and Development, the Senior Secretary is responsible for providing administrative and secretarial support and any other service required to ensure the effective and efficient operation of the Branch.

### KEY OUTPUTS:

- Correspondence, reports and memoranda produced
- Agendas and minutes of meetings prepared
- Incoming mail distributed
- Filing system maintained
- Telephone communication adequately managed
- Information readily retrieved and disseminated
- Appointments/meetings scheduled
- Documents photocopied

### KEY RESPONSIBILITY AREAS:

- Types and prepares correspondence, reports and documents for the Senior Director, Policy Analysis, Research and Development and members of the Branch;
- Proofreads documents for accuracy, completeness, and conformity with established formats;
- Arranges meetings, workshops, conferences involving local and international stakeholders;
- Takes dictation and minutes of meetings and transcribe;
- Prepares agendas for meetings and organizes relevant information and documents;
- Actions routine correspondence in accordance with stipulated guidelines;
- Ensures that all documents/correspondence leaving the Branch are adequately prepared for dispatch;

- Maintains diary of meetings/appointments for the Director, Planning, Research and Evaluation;

- Receives and process incoming mails;

- Establishes and maintain a filing and record keeping system to facilitate easy retrieval of files;

- Receives and makes telephone calls for the Senior Director;

- Researches and collates data for the Senior Director;

- Updates manual and electronic records and database;

- Interfaces with internal/external customers, seeking audience with the Senior Director and deal with matters with given authority;

- Assists in the preparation and collection of standard, monthly and quarterly reports;

- Gives general support and manages the routine functions of the Senior Director, to facilitate the availability and easy flow of information.

## OTHER RESPONSIBILITIES:

- Performs other related duties that may be assigned from time to time.

## PERFORMANCE STANDARDS:

- Documents and correspondence are accurately typed;

- Files are easy to retrieve;

- Incoming mails are processed and distributed to appropriate persons;

- Appointments scheduled and relevant documents prepared;

- Appointment diaries are maintained;

- Tasks are completed accurately and efficiently;

- Harmonious relations are maintained with external contacts;

- Attendance and punctuality are consistently good;

- Confidentiality and integrity are exercised.

## CONTACTS

*Internal*

| *Contact* | *Purpose* |
|---|---|
| Chief Technical Director, Corporate Services | Directives and work assignments |
| All staff members in MSET | Sharing and receiving information on behalf of the Senior Director |
| Division and Branch Heads | Sharing and receiving information on behalf of the Senior Director |

*External*

| *Contact* | *Purpose* |
|---|---|
| Ministries Departments and Agencies | Sharing and receiving information on behalf of the Senior Director |
| Other entities | Receiving information on behalf of the Senior Director |

## 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*

| Core | Level | Functional | Level |
|---|---|---|---|
| Oral communication | 2 | Initiative | 2 |
| Written communication | 2 | Use of technology (relevant computer applications) | 1 |
| Customer and quality focus | 2 | Problem solving and decision making | 1 |
| Team work and cooperation | 2 | Planning and organizing | 2 |
| Interpersonal skills | 2 | *Technical Skills* | |
| Compliance | 1 | | |
| Integrity | 2 | | |

| | | <ul><li>Sound knowledge of Office Practices and Procedures</li><li>Very good typing skills</li><li>Excellent records and information management skills;</li><li>Ability to record and transcribe minutes;</li><li>Ability to maintain calendars and schedule appointments;</li><li>Ability to create, compose and edit written materials;</li><li>Ability to work under pressure and meet deadlines;</li></ul> |
|---|---|---|

## MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

### *Qualification and Experience:*

- CXC or GCE 'O' Level English Language; successful completion of the prescribed course of study 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 four to five (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 or GCE 'O' Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND) plus four to five (4-5) years general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE "O" Level; training in the use of a variety of computer

software applications and four to five (4-5) years general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development (MIND).

## **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:**

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

## **AUTHORITY:**

- Access to confidential information
- Screen calls and visitors
- Monitor stationery levels and request