



## **ADMINISTRATIVE SUPPORT OFFICER (LEVEL 4)**

**Basic Salary: \$1,550,136.00 - \$2,084,761.00 per annum.**

### **JOB PURPOSE:**

The incumbent will assist the Senior Director, Finance and Accounts, and other staff within the Division with administrative services to ensure the efficient operation of the office. Providing support through a variety of tasks relating to organization and communication, dealing with confidential and unclassified correspondence, files, and records, and arrange and monitor appointments, and performs other related secretarial duties.

### **Key Responsibility Areas:**

- Keep records of all deadlines that have to be met and important matters that have not been dealt with, bringing them to the attention of the director and interfacing with the officers and departments concerned to ensure that the deadlines are observed;
- Read and analyze incoming memos, submissions, and reports in order to determine their significance and plan their distribution;
- Coordinates the receipt, distribution, and dispatch of files and correspondences within the office to ensure that matters are addressed;
- Maintain/update databases; consults with Information Systems personnel regarding programming and /or data integrity problems and makes recommendation for system enhancement;
- Maintains calendar, schedules appointments and meeting rooms for the Senior Director;
- Receives/hosts visitors to the Senior Director's office;
- Prepares agenda for meetings and organizes relevant information and documents;
- Takes minutes at meetings and reproduces and distributes them in accordance with established guidelines;
- Follow up on the implementation of actions from meetings and report to the Senior Director/Senior Manager accordingly;
- Makes travel arrangements and prepares itinerary for business trips;
- Develops, implements, and maintains a system of storage and retrieval of files (manual /electronic) and other documents for the Branch;

- Organizes meetings hosted by the Senior Director;
- Schedules and coordinates meetings and workshops as directed by the Senior Director;
- Identifies and resolves minor problems and situations that affect the efficient flow of work in the Senior Director's office;

### **Technical/Professional**

- Under the guidance of the Senior Director collects and collates data of relevance to the work of the Branch as required; carries out analysis of data and information and prepares reports;
- Liaises with external stakeholders and gathers/provides information on issues related to the work of the Branch as required by the Senior Director;
- Manages the office details by relieving the Senior Director of routine requests and matters; follows established rules and procedures in responding to requests and queries; redirecting items and/or visitors to other staff members; designs and organizes the office record keeping system and insures maintenance of files and records;
- Promptly receive and screen incoming telephone calls to the Senior Director, providing friendly and professional greeting, taking messages as appropriate, and eliciting necessary information to allow timely and accurate responses, respond where appropriate;
- Provides accurate word-processing support by composing and/or editing a variety of documents; this includes highly confidential correspondence, memoranda, contracts, and proposals;
- Develop and maintain a well-organized filing system that permits easy reference and rapid retrieval of information;
- Study and analyse submissions to the Senior Director and where appropriate, deals with them or otherwise brings them to early attention so that they can be addressed without delay;
- Manages the travel agenda, book travel arrangements, confirms business agendas, arranges lodging, vehicles, and special events as required;
- Arranging for and scheduling appointments for the Senior Director as requested, ensuring the preparation of materials for meetings as appropriate, coordinating appointments, meetings as directed;
- Preparing agendas attending meetings and ensuring that minutes are taken, transcribed, and distributed as required;
- Conducts Research on subject areas as directed by the Senior Director, or otherwise in order to inform and support the decision-making process;

## **Human Resource Management**

- Responsible for continuously expanding and updating professional knowledge and honing training skills in order to enhance individual and team innovation and productivity.

### **Performance Standards:**

- Research and reports are complete and meet deadlines and quality standards agreed with the Senior Director
- Documents produced are corrected as draft no more than three (3) times
- Meetings arrangements are made as agreed with the Senior Director
- Meeting agendas and minutes are accurate, comprehensive, and produced to agreed deadlines and standards
- Minutes of meetings are transcribed and disseminated within five (5) days of meeting being held
- Files are complete, up to date, and organized so that data can easily be retrieved.
- Telephone calls and visitors to the Director are handled in a professional way and messages are relayed accurately and in a timely manner.
- Travel arrangements made are accurate and made in a timely manner.
- Follow-up actions from meetings completed within the specified time.
- Adequate stationery and other material are always available
- Database is kept current
- Accuracy and timeliness of file maintenance and update;
- Timeliness of production of documents;

### **Required Competencies**

- Strong customer orientation skill
- Methodical, well-organized, and with an eye for detail
- Results-oriented; effective oral and written communication skills
- Strong interpersonal skill
- Sound personal and professional integrity
- Proficiency in the use of Microsoft Office Suite technology

### **Minimum Qualification & Experience**

- Associate degree in Public Administration/Business Administration, Administrative Management
- Two (2) years' experience in a similar capacity in Government or Business Environment

**Or**

- Diploma in Administrative Management (MIND), CAP, or Certified Professional Secretary designation
- Three (3) years' experience working in the public or private sector in an administrative capacity.

### **Authority**

- Act on behalf of the Senior Director, Finance and Accounts or when so required in order to ensure the effective, appropriate, and professional operation of the Finance and Accounts Division.

Applications along with résumés should be submitted no later than **Friday, February 2, 2024 to:**

Senior Director,  
Human Resource Management & Development  
Forestry Department  
173 Constant Spring Road  
Kingston 8  
Email: [hrmd.fd@gmail.com](mailto:hrmd.fd@gmail.com)

*We thank all persons who express an interest; however, only short-listed applicants will be contacted.*