



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

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

### **JOB PURPOSE:**

Working closely with the Senior Director, Human Resource Management and Development, the incumbent is responsible for providing general administrative support services that enhance the operations of the Human Resource Management and Development Branch.

### **KEY RESPONSIBILITY AREAS:**

#### **Administrative/Managerial Responsibilities**

- Maintain knowledge of the Branch's operation, working knowledge of the procedures, practices and guidelines that govern its operation;
- Receive and screen visitors and incoming calls to the Office, provides access to information, effects referral to appropriate staff and/or takes other actions as deemed appropriate;
- Execute and coordinate special assignments as directed to support events, programmes or plans of the Branch;
- Process and route all correspondences and documents addressed to the Senior Director as appropriate to allow for the efficient operation of the Branch;
- Organize meetings/seminars/workshops hosted by the Senior Director; prepare agenda and relevant information and documents;
- Identify and resolve minor problems and situations that affect the efficient flow of work in the Senior Director's office;
- Manage the office details by relieving the Senior Director of routine requests and matters; follow established rules and procedures in responding to requests and queries; redirecting items and/or visitors to other staff members;
- Works closely with the Senior Director to keep him/her aware of scheduled and impromptu meetings or commitments and ensure the necessary preparations are carried out; and
- Demonstrate professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Office;

#### **Technical/ Professional Responsibilities**

- Manage the calendar of schedules and appointments on behalf of the Senior Director;
- Prepare audio visual presentations as appropriate; prepare briefs, background information and/or supporting documents for scheduled appointments, meetings, speaking engagements, consultations, conferences, interviews as appropriate/directed;
- Review, collate and edit reports for submission to the Chief Executive Officer, Principal Director and other stakeholders as directed;

- Take and transcribe dictation and/or notes; compose and prepare correspondence, memoranda, agenda and other documents that are oftentimes confidential;
- Produce and distribute minutes from meetings, and document and communicate follow-up actions to the respective personnel;
- Monitor the office stationery materials and supplies to ensure that reorder levels are kept at appropriate volumes and prepares requests to fill needs as necessary for the Branch to enable the effective and efficient undertaking of duties;
- Liaise with external partners like financial agents and event organizers to ensure that the needs of the staff and the Agency are met in an efficient and effective manner;
- Collaborates with the Senior Director in drafting budgetary requirements for the administration of the Branch;
- Functions as a liaison for smooth communication between the Senior Director's Office and internal Divisions/Branches/Units in a manner that serves to maintain credibility, trust and support with Senior Management and staff;
- Receive and screen visitors and incoming calls to the Senior Director's Office, provides access to information, effect referral to appropriate staff and/or takes other action as deemed appropriate;
- Develop relevant handbooks, guides, pamphlets and other communication materials, in keeping with the Agency manuals and procedures for distribution to new hires and newly promoted staff;
- Research and prioritize incoming issues and concerns escalated to the Senior Director including those of a complex, sensitive or confidential nature and refers or follows-up on a response as appropriate;
- Conducts research to inform development and revision of relevant manuals, procedures and guidelines to ensure that the Branch is up to date with current and relevant information as it relates to HR best practices and procedures;
- Manages the establishment of a Records Information Management System and maintain confidential files and records for the Senior Director's Office to ensure effective storage and retrieval of personal and general files;
- Consults with the Information, Communication and Technology Branch regarding hardware, programming, network, and/or data integrity problems and make recommendations for improvements;
- Develop, update and maintain key databases with accurate and current information to inform decision making within the Branch;
- Collects and collates data of relevance to the work of the Branch as required; carries out analysis of data and information and prepare reports;
- Provides accurate word-processing support by composing and/or editing a variety of documents; this includes highly confidential correspondence, memoranda, contracts and proposals;
- Arrange and coordinate assessments and interviews to assist the Senior Director with high level recruitment and promotion; and
- Plan and arrange staff events on behalf of the Senior Director for the Agency;

### ***Customer Service Responsibilities***

- Maintain customer service principles, standards and measurements for the Branch;

### *Any other duties*

- Perform other related duties and responsibilities as may be determined by the Senior Director from time to time.

### **Performance Standards:**

- Key duties are performed in accordance with agreed standards and within specified timeframes;
- Interviews are arranged and assessments conducted in accordance with the recruitment schedule and in agreement with required standards;
- Follow up actions from meetings completed within specified timeframe;
- Minutes are accurately produced within the specified timeframe;
- Documents are free from material errors and produced within the agreed timeframes;
- Stationery and other material are requested in a timely manner;
- Databases are updated with current and accurate information;
- Information collated from research are accurate and relevant;
- Meeting arrangements are made as agreed with Senior Director;
- Special projects and events are carried out as agreed to ensure effective execution;
- Presentations and briefs contain accurate and comprehensive information and are produced within agreed timeframes;
- Memoranda, notes and other documents are produced in accordance with established standards and within agreed timeframe; and
- Professionalism, integrity and customer centricity are upheld to the highest level of service standards.

### **Required Competencies:**

#### **Technical**

- Thorough knowledge and understanding of HR Systems;
- Working knowledge of HR statutes, legislations, regulations policies and procedures;
- Good project management skills;
- Knowledge of research and statistical methods and techniques;
- Sound knowledge of data and information management tools;
- Excellent in the use of Microsoft Office Suite technology (Word, Power Point, Excel, Access and Outlook Visio., Publisher);
- Technologically savvy;
- Good understanding of ICT etiquette/manners;
- Effective written and oral communication skills;
- Excellent organizational skills, with an ability to prioritize important projects
- Sound research and information gathering techniques;
- Methodical, well organized and with an eye for detail;
- Working knowledge of events planning.

#### **Behavioural**

- Critical thinking skills;
- Strong customer orientation skills;
- Sound analytical thinking skills and ability to solve problems;
- Demonstrates high level of initiative;
- Results and solutions oriented;
- Possesses innovativeness in resolving client issues;
- Strong interpersonal skills;
- Ability to work well in a team, as well as alone;
- Ability to build rapport with customers of the HRM&D Branch;
- Excellent personal and professional integrity; and
- Sound interpersonal and customer service skills.

### **Minimum Required Education and Experience**

- Bachelor's degree in Human Resource Management, Management Studies or Public Administration/Business Administration.
- Two (2) years' experience in a similar capacity in Government or Business Environment

**OR**

- Associate degree in Human Resource Management, Management Studies or Public Administration/Business Administration.
- Five (5) years' experience in a similar capacity in Government or Business Environment

**PLUS**

- Proven experience in a HR Administrator role would be a distinct asset;
- Experience with HR software like HRIS or HRMS;
- Certificate in events planning would be an asset

**OR**

Any acceptable combination of qualifications and experience.

### **Authority**

- Act on behalf of the Senior Director, Human Resource Management and Development or when is so required in order to ensure the effective, appropriate and professional operation of the Human Resource Management and Development Branch.

### **Special Condition Associated with the Job**

- The environment provides for on-going interactions with clients/partners which will result in high degrees of pressure on occasions; and
- May be required to work beyond normal office hours on occasions.

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.*