



<b>Job Description</b>	
<b>Job Title:</b>	Executive Secretary (ES)
<b>Department/Unit:</b>	Administrative Services
<b>Supervisor:</b>	Executive Director
<b>Salary Scale Level:</b>	2
<b>Last updated:</b>	December 2017
<b>Location:</b>	Belmopan, Cayo

**Job Purpose**

The Executive Secretary position is responsible for a wide range of high-level administrative support duties for executive management. This position serves as the primary point of contact for internal and external constituencies on all matters pertaining to the ED and requires excellent communication and interpersonal skills and the ability to provide information and service tactfully. The Executive Secretary will sometimes be required to work under pressure, remaining flexible, proactive, resourceful and efficient, exercising a high level of professionalism and confidentiality. The incumbent must have an expert level of written and verbal communication skills, strong decision making ability and attention to detail. The incumbent must exhibit qualities of emotional maturity, self-confidence, creativity, discretion, decisiveness, and diplomacy.

- General Job Responsibilities and Indicative Level of Effort**
- **Executive Administrative Services (80%)**
  - **Governance and Strategic Management Activities Coordination (20%)**
- Specific Job Responsibilities:**
- Complete a broad variety of administrative tasks for the ED office including coordinating an active calendar of appointments; preparing correspondence that is sometimes confidential; arranging detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings;

- Provide a bridge for smooth communication between the ED and internal departments demonstrating trust and support;
- Work closely and effectively with the ED to keep him/her well informed of upcoming commitments and responsibilities and following up appropriately;
- Keep a critical events calendar for mission critical activities such as strategic planning, organizational assessments and annual retreats/meetings and embed these events into the senior management team's calendared activity schedules;
- Prioritize conflicting needs of executive management; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures;
- Provide sophisticated calendar management for executive management. Prioritize inquiries and requests while troubleshooting conflicts with little guidance; make judgments and recommendations to ensure smooth day-to-day engagements;
- Provide high-level executive administrative support for Board of Director meetings and meetings of all Board sub-committees by coordinating schedules, sending out scheduling correspondence and confirming meeting logistics;
- Provide high level executive administrative support for mission critical technical support programme areas such as strategic communication and monitoring and evaluation activities;
- Provide high level executive administrative support for tactical activities such as formatting presentations and basic editing of documents;
- Perform the role of Personal Assistant to the ED;
- Use office productivity software including work scheduling and collaboration tools;
- Create and maintain filing system(s) for the ED office;
- Update and maintain phone and email lists for the ED;
- Prepare for meetings including ordering lunch, booking conference rooms, setting up projector or video conferencing units and;
- Use Outlook, Word, Excel and PowerPoint to produce materials for internal and external meetings and conferences.

## Competency Requirements

To perform this job successfully, the incumbent must be able to perform each essential duty satisfactorily. The requirements that follow are representative of the knowledge, skills and/or abilities required.

### Education

- Associates degree in Business Administration or Management

### Work Experience

- A minimum of five (5) years of related professional experience as an executive assistant or corporate secretary.

#### **Knowledge**

- Strong knowledge of office administration (particularly office procedures and practices);
- Strong knowledge about written communication practices and tools and associated levels of effectiveness;
- Intermediate knowledge of governance frameworks, policies and best practices in statutory organizations in Belize and
- Intermediate knowledge of strategic management and best practices.

#### **Skills**

- High level of emotional intelligence and maturity;
- Strong oral and written communication skills;
- Strong organizational and coordination skills;
- In-depth technical proficiency using Microsoft Office Suite (Excel, Powerpoint and Word);
- Very good ability to perform high volume filing processes and record keeping tasks and to maintain detailed and accurate records and files;
- Ability to deal effectively and tactfully with multiple external and internal clients;
- Ability to deal with confidential information and not breach confidentiality guidelines;
- Ability to handle multiple tasks efficiently and remain detail-oriented;
- Ability to operate standard office equipment including digital telephone systems, computing devices, smartphones, projectors and audio recorders;
- Ability to type at high levels of speed and accuracy;
- Strong time management skills;
- Displays engaging interpersonal skills including the ability to think and act strategically, provide sound judgment, and provide a positive and energetic attitude;
- Has a systematic and dependable approach and system for following up on work items and

#### **Behaviours**

- Discrete and trustworthy;
- High level of initiative;
- Customer service oriented;
- Proactive;
- Reliable;
- Confident and
- Flexible.

## **Working Environment**

The Executive Secretary will have his/her own office space and will be equipped with standard office equipment. The position is required to work a standard work week (40 hours); however, there may be times when he/she will be required to work evenings, weekends, and overtime to accommodate activities that are directly related to PACT.