



SCHEDULE 1

Job Description	
Job Title:	Administrative Assistant (AA)
Employment Duration:	Temporary basis (January 6 th to April 17 th , 2020)
Department:	Human Resources and Administration
Supervisor:	Human Resources and Administration Manager (HRAM)
Salary Scale Level:	2
Last Updated:	November 2019
Location:	Belmopan, Cayo

Job Purpose
<p>The Administrative Assistant (AA) role is to undertake and provide effective administrative and operational support services including office management tasks, logistics, secretarial/clerical services, meeting support and administrative support. This role has responsibilities for organizing and assisting in organizing meetings, travel arrangements, editing and formatting official documents, and any other clerical and administrative tasks in support of the HRAM and all departments within PACT. The incumbent will be an individual that can quickly obtain thorough knowledge of departmental operations and exercise considerable judgment to independently complete assigned tasks. This position will also effectively manage any IT internal requests and channel to the service provider for prompt response and effectively cover the reception area on a daily basis. The provision of high-level support services should assist and enable the HRAM to undertake more complicated duties.</p>

General Job Responsibilities and Indicative Level of Effort
<ul style="list-style-type: none"> • Administrative Support (60%) • Operational and Logistical Support (40%)

Specific Job Responsibilities:

- Coordinate and complete significant special projects independently or in cooperation with other groups as directed by the HRAM;
- Develop and maintain an accurate and up to date records management system (including classifying and coding electronic and hardcopy files) for general correspondences and assist the HRAM in safeguarding of all confidential files;
- Effectively store, retrieve and disseminate information for visitors;
- Liaise with IT service provider as necessary or as directed by HRAM to ensure effective IT service provision to PACT;
- Complete internal and external correspondence, legal documents, form letters and other documents, and distributes them as directed;
- Prepare staff meeting agendas, records and distributes meeting minutes as necessary;
- Perform clerical functions such as preparing correspondences, arranging conference calls, and scheduling meetings for the HRAM or designate;
- Assist in setting up meetings, venue bookings, catering requirements, and sets up the conference room with audio-visual equipment and flip charts and tends to other requirements of department meetings;
- Operate office equipment such as computers, fax machines, photocopiers, voice mail messaging systems and computer scanning equipment to complete department tasks;
- Assist the HRAM in managing and coordinating employee appreciation events (birthdays, farewells, celebrations, etc.);
- Function as the receptionist by greeting visitors and answering and transferring incoming calls as requested;
- Maintain proper collection and distribution of incoming mail;
- Assist in making verifications on the vehicle logbooks;
- Coordinate with the Office Assistant any required repairs to office equipment;
- Maintain adequate office supply of all supplies used within all departments;
- Work cooperatively with all team members to support the achievement of work plan activities;
- Provide cross-functional support during periods of heavier activity.

Competency Requirements

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

Education

- Associate Degree in Business Administration or Management

Work Experience

- At least five (5) years of related work experience

Knowledge

- Basic knowledge of office administration (particularly office procedures and practices);
- General familiarity with labour laws of Belize.

Skills

- Strong oral and written communication skills;
- Strong organizational and coordination skills;
- In-depth technical proficiency using Microsoft Office Suite (Excel, 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;
- Excellent customer service skills and
- Ability to operate standard office equipment including digital telephone systems, computing devices, smartphones, projectors and audio recorders.

Behaviours

- Energetic;
- High level of initiative;
- Discrete;
- Dependable;
- Values confidentiality;
- Detail oriented and
- Flexible.

Working Environment

The temporary Administrative Assistant 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.