



**MINISTRY OF EDUCATION & YOUTH  
REGIONAL EDUCATIONAL SERVICES  
JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Secretary 2
<b>JOB GRADE:</b>	OPS/SS 2
<b>POST NUMBER:</b>	
<b>DIVISION:</b>	Regional Educational Services Division
<b>SECTION/UNIT:</b>	Schools' Human Resource Management/Employee Relations & Benefits
<b>REPORTS TO:</b>	Human Resource Manager
<b>MANAGES:</b>	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

## **Strategic Objectives of the DSS**

### **Job Purpose**

Under the general supervision of the Human Resource Manager, the Secretary provides secretarial support to facilitate efficient and effective Office operations.

### **Key Outputs:**

- Filing system maintained
- Correspondence drafted/transcribed
- Meetings arranged
- Minutes produced
- Stationery inventory managed
- Telephone calls handled
- Documents copied
- Correspondence recorded

### **Key Responsibility Areas:**

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

- Organises and maintains an effective and efficient filing system for reports, correspondences, memoranda and other documents;
- Types reports, letters, memoranda and other documents as requested;
- Makes arrangements for meetings; sends out reminders of meeting to participants; takes notes and prepares minutes and action sheets;
- Manages the stationery inventory for the unit; monitors inventory levels, determines the re-order point and replenishes stock as necessary;
- Receives visitors to the unit and provides assistance;
- Maintains the Human Resource Manager appointment diary;
- Screens incoming calls and makes outgoing calls;
- Records in-coming and outgoing correspondence;
- Operates the facsimile machine and sends correspondence and photocopies;

- Responds and follows up on emails;

**Other**

- Performs any other related duty that may be assigned by the Human Resource Manager.

**Performance Standards:**

- Files properly categorized, maintained up-to-date and are easily be retrieved
- Correspondence drafted/transcribed is error free and produced within the required timeframe
- Meetings arranged according to established guidelines
- Minutes should represent a correct summary of the meeting, and be circulated within the agreed timeframe.
- Adequate levels of office stationery maintained for office operations
- Documents, reports and other material are accurately duplicated, collated and packaged to assure professional appearance.
- Callers and visitors to the unit are dealt with politely and promptly

**Internal and External Contacts (specify purpose of significant contacts):**

**Within the Ministry**

Contact (Title)	Purpose of Communication
Members of Staff	To give information and make appointments for visits

**Contacts external to the Ministry required for the achievement of the position objectives**

Contact (Title)	Purpose of Communication
Retirees	To give information and make appointments for visits

**Required Competencies:**

- Excellent knowledge of office practice and filing procedures
- Good verbal, written and face to face communication
- Excellent customer service orientation
- Good diary management skills

- A high level of initiative, professionalism and confidentiality
- Good administrative skills
- Highly skilled in the use of Microsoft Office Suite; including word processing and spread sheet programmes
- The ability to provide prompt and efficient service
- Excellent customer service orientation

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

- Diploma in Secretarial Studies from an accredited secretarial school
- Certificate in Administrative Management Level 2
- Five GCE O'Level or SCEC subjects at the General Proficiency Level, including English Language and Mathematics

**with**

- Three years related work experience

### **Special Conditions**

- Normal office environment

### **Authority:**

- Access to confidential files
- To screen telephone calls and visitors

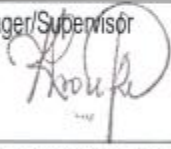
**Validation of Job Description**

This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor



\_\_\_\_\_  
Date

21/4/2024

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date Created/revised