



## **MINISTRY OF TOURISM**

### **CAREER OPPORTUNITY**

Applications are invited from suitably qualified persons to fill the following position in the Ministry of Tourism:

#### **ADMINISTRATIVE ASSISTANT (GMG/AM 3)**

##### **JOB PURPOSE**

Under the general direction of the Director, Tourism Trade and International Relations, the incumbent is responsible for providing general administrative and clerical support to the Branch. He/she will provide general technical, administrative, and secretarial support, including managing, organizing, and coordinating the workflow of the Branch; implementing and maintaining administrative/filing systems, procedures and policies, as well as monitoring assigned administrative projects as determined by the Director.

##### **1. KEY RESPONSIBILITY AREAS**

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

- Updates and maintains a contact database of stakeholders from various sectors, countries and institutions (government officials, parliamentarians, academics and researchers, as well as representatives of non- governmental organizations and the private sectors);
- Provides logistical support for the hosting of regional and international conferences/meetings and supports members of the Team on specific projects, as agreed with the Director;
- Assists in the preparation of Cabinet submission/notes and Briefs for the Ministry of Tourism;
- Maintains office workflow, analyses operating practices and systems and recommends improvements; and implements agreed changes to increase in the branch's efficiency;
- Prepares and modifies documents including correspondences, reports, drafts, memos and emails; takes and transcribes dictations, and composes and prepares confidential correspondence, diplomatic communication, technical reports, and other complex documents;
- Assists with the logical operations of the Branch with respect to the duties assigned, including organization and administration of meetings and other events, by providing agendas and keeping written records of discussions and key decisions; and undertakes associated research and follow-up actions as required;
- Manages calendar for the Branch which includes, but is not limited to scheduling appointments, coordinating meeting rooms and preparations including refreshments, where applicable;
- Conducts research and prepares draft summaries/presentations as required;
- Screens incoming calls and correspondence and responds independently when possible;
- Maintains electronic and hard copy records management systems, creates and maintains database and spreadsheet files and manages the Branch's intranet filing system, performs data entry and scans documents;
- Liaises with the Corporate Services Division as it relates to travel arrangements including

researching and coordinating itineraries, visas requirements, accommodation and other related activities for the Branch; compiles documents for travel related meetings;

- Ensures that the administrative functions of the Branch, such as the preparation of the Time and Attendance Register for submission to the Human Resource Management & Development Branch, among other items, are done on a timely basis;
- Schedules and attends branch and committee meetings, prepares minutes and ensures follow-up actions are done, reproduces, distributes and maintains records of minutes accordingly;
- Exhibits good courtesy to scheduled and unscheduled visitors;
- Opens, sorts and distributes incoming correspondence, assists in preparing outgoing mail correspondence, including e-mail and faxes and updates Branch Mail Register;
- Attends meetings externally as may be required for the purpose of minute taking/notes, conducting research, compiling supporting documents and related tasks;
- Maintains office supplies for the branch by monitoring stock levels, placing and expediting orders through the Administration & Asset Management Branches, if required, and verifying receipt of supplies.

### **Management/Administrative Responsibilities**

- Contributes to the development of the Branch's Strategic and Operational Plans and Budget;
- Develops Individual Work Plans based on alignment to the Branch's Plan;
- Maintains customer service principles, standards and measurements;
- Participates in meetings, seminars, workshops and conferences as required;
- Maintains an electronic library of updated publications from the United Nations and other regional and international organizations on tourism;
- Prepares reports and project documents as required.

### **Human Resource Responsibilities**

- Participates in preparation and implementation of presentations on role of the Branch for the orientation/Onboarding programme;
- Contributes to and maintains a harmonious working environment.

### **Other Responsibilities**

- Performs all other related duties and functions as may be required from time to time.

## **2. PERFORMANCE STANDARDS**

- Database maintained, calendar and schedules are coordinated and maintained according to established standards and timeframes;
- Events such as meetings are efficiently and effectively coordinated;
- Visitors greeted, and callers responded to in a professional manner;
- Record-keeping and administrative systems are established and maintained in accordance with relevance standards and agreed timeframes;
- Research conducted is thorough, evidence -based and timely;
- Reports, correspondence, agendas and minutes are accurate and submitted in a timely manner;

- Tact, sensitivity, diplomacy and discretion are exercised in the screening of calls and visitors, divulging of information, and general interaction with stakeholders;
- Work plans conform to established procedures and implemented accorded to establish rules;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

### **3. REQUIRED COMPETENCIES**

#### **Core**

- Oral Communication
- Written Communication
- Research skill
- Customer & Quality focus
- Teamwork and cooperation
- Integrity
- Compliance
- Interpersonal Skills
- Change Management

#### **Technical**

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Sound knowledge and understanding of current affairs, geo-political considerations and theories for sustainable tourism and broader sustainable development
- Working knowledge of the format of cabinet submission/notes and the approval process
- Good research skills
- Knowledge of international Relations and diplomatic relations
- Sound dictation and transcribing skills
- Working knowledge of statues, legislations, regulations, policies and procedures that guide the operations of the section
- Knowledge of office management and administrative procedures and practices
- Knowledge of principles and practices of public administration
- Ability to compose correspondence and reports

### **4. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Associate Degree or Diploma in Office Administration, Administrative Management, Management Studies. Public/ Business Administration, or related Social Sciences.
- A minimum of 3 years' experience in a similar environment.
- Knowledge of a foreign language, with preference for any of the working languages of the United Nations (Spanish, Chinese, Arabic, French, or Russian), would be a distinct asset.

### **5. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting

tight deadlines which will result in high degrees of pressure, on occasions.

- Additionally, frequent intra island travel and extended working hours is required

Applications accompanied by Resume should be emailed no later than **January 24, 2022** to:

Director, Human Resource Management & Development  
Ministry of Tourism  
64 Knutsford Boulevard  
Kingston 5  
[hrm@mot.gov.jm](mailto:hrm@mot.gov.jm)

We appreciate all expressions of interest. However, only shortlisted applicants, will be contacted.  
**Previous applicants for the position of Administrative Assistant need not re-apply.**