



MINISTRY OF TOURISM
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Records Officer
JOB GRADE:	PIDG/RIM 2
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH:	Human Resource Management & Development
REPORTS TO:	Director, Human Resource Management & Development
MANAGES:	N/A

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

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

1. STRATEGIC OBJECTIVES OF THE ENTITY/DEPT/DIVISION *(in which the position is located):*

TBD

2. JOB PURPOSE

Under the general supervision of the Director, Human Resource Management and Development, the Records Officer provides registry related support services to the HR Unit in order to facilitate personnel records both in electronic and physical that are accurate, up to date and of integrity.

3. KEY OUTPUTS

- Files created and maintained
- Mail processed
- Incoming/outings screened and routed
- Reports produced
- Visitors/Users received and assistance provided
- Correspondence/parcels received/logged/routed
- MyHr+ system populated and maintained
- Employees leave record maintained

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Creates, updates and maintains physical personnel files for auditing purposes.
- Receives, stores and retrieves information and files, as per request.
- Files correspondence in chronological order via referencing the minute sheets.
- Responds to queries about records and files.
- Digitizes all documents on employees' personnel files and uploads them into the MyHr+ system.
- Maintains personnel files on MyHr+ system through periodic updates.
- Updates start date for functional situations which includes rehire, temporary employment or end of contract on the MyHr+ system.
- Sorts documents and uploads to specific folders based on prescribed standards for upload to the MyHr+ system.
- Manages movement of files in and out of the HR Registry;
- Types labels for shelves and cabinets and ensures that files are appropriately filed in cabinets.
- Updates employees' leave information from time to time.
- Sorts and despatches of mail/correspondence to customers/clients
- Assists with research requests.

Other Responsibilities

- Performs other related duties that may from time to time be assigned

5. PERFORMANCE STANDARDS

- Files created in accordance with established standards
- Records correctly enclosed on related files
- Mail processed and despatched according to established standards
- Members of staff and the public are treated with respect
- Urgent correspondence are despatched with priority and in accordance with established protocols.
- Customers are provided with accurate information in a timely manner
- Reports are produced according to established standards
- Leave accurately computed/documented
- Confidentiality and integrity are exercised

6. AUTHORITY

- Promptly reports malfunctioning equipment/safety concerns to supervisor
- Makes suggestions for improvement

7. REQUIRED COMPETENCIES

- Excellent interpersonal skills
- Good communication Skills
- Appropriate personal presentation and decorum
- Excellent customer service skills
- Knowledge of Microsoft suite and search engines
- Ability to multi-task
- Initiative

8. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Four (4) CSEC/GCE O'Level subjects including English Language, Mathematics/Accounts
- Certificate in Records Management/Business Administration from MIND/ HEART/ NSTA, et al
- At least one (1) year's related work experience.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Working conditions are normal for office environment.