



SOUTHERN AFRICAN DEVELOPMENT COMMUNITY

1. Secretary to SAMIM – Job Grade 10a

Job Purpose: Provide secretarial services to the Head of Mission's office or the unit to which the incumbent is attached.

Main duties and responsibilities

- Receive telephone calls and correspondences
- Attend to queries or refer issues beyond own scope to relevant officers
- Attend to visitors/clients and make them feel comfortable
- Ensure fax machine is in order, receive faxed documents and forward to staff/management, and fax documents on behalf of staff/management
- Maintain Head of Missions' appointment diary and remind him/her of appointments
- Advise staff of any meetings
- Issue reminders of meetings and confirm attendance of people prior to the meeting
- Compile and prepare all documents needed for meetings
- Ensure that relevant documents are circulated to all attendees prior to meetings
- Make logistic arrangements for meetings (venue, refreshments etc.)
- Take minutes of meetings as and when required, produce and distribute minutes of meetings after vetting by the responsible officer
- Arrange lunches and other social events on behalf of the Secretariat
- Arrange travel and accommodation for Staff / Head as necessary
- Type documents (internal memos, correspondences, reports, shorthand notes...), take dictations and submit typed work to Head for checking and signature
- Input data on the computer as directed by the Head of Mission
- Process, maintain and keep record of correspondences (hardcopy and electronic) and confidential files, and retrieve documents as required
- Research and adopt best practices in own specialised area of work, and maintain high level of knowledge in order to effectively undertake the duties of the post
- Perform any other duties as may be assigned by the supervising officer

Position requirements

Education

Minimum BGCSE and a Higher National Diploma in Secretarial Studies from a recognised institution.

Specialized knowledge

- Knowledge with administration processes, policies and procedures
- Proficient in the use of computers and computer software relevant to the position

Experience

- 3-5 years' work experience as a secretary (to line management)

Skills Requirements

- Communication skills
- Customer care and service skills
- Fast typing skills
- Interpersonal skills
- Organising and office management skills
- Record-keeping skills
- Telephone etiquette
- Attention to details
- Capable of maintaining quality whilst working under pressure and adhering to deadlines
- Compliance with rules, regulations, processes and procedures
- Conceptual and practical thinking
- Customer focused
- Demonstrate ability to work independently and without too much close supervision
- Flexible and adaptable to change
- Maintain confidentiality and respectful of sensitive situations
- Professionalism and adherence to good work ethics (integrity, dependability, punctuality, etc.)
- Willingness to learn and improve on a continual basis
- Resilience and personal drive, self-motivation
- Results and performance driven
- Team player