



## **JOB PROFILE**

### **Primary Purpose of the job**

Manage the daily operation and provide secretarial and document processing services to the Executive Secretary/Deputy Executive Secretary-Corporate Affairs/Deputy Executive Secretary-Regional Integration.

### **Duties and Responsibilities**

- Manage personal affairs of the ES/DES-CA/DES-RI and ensure a smooth coordination of the same.
- Manage and ensure effective upkeep of the ES/DES-CA/DES-RI Office including its cleanliness and provision of supplies.
- Facilitate timely flow of documents/communication/messages to and from the ES/DES-CA/DES-RI.
- Handle and maintain policy, confidential and general management files including all correspondences.
- Draw the attention of ES/DES-CA/DES-RI to important, sensitive and time-bound information.
- Follow up implementation of assignments from the ES/DES-CA/DES-RI to staff.
- When nature of correspondence is urgent and important, bring to the attention of the ES/DES-CA/DES-RI immediately, sometimes calling him/her from a meeting, while on mission by phone wherever he/she may be when absent from duty station.
- In ES/DES-CA/DES-RI absence, ensure that urgent correspondence is brought to the attention of responsible officials and take appropriate follow-up action.
- Provide background materials and information and propose solutions to queries from within and outside the Office.
- Accurately track and reconcile monthly expenses for ES/DES-CA/DES-RI by managing corporate credit cards and receipts; process and submit receipts to Finance.

*In addition to the above duties and responsibilities, the PA is expected to carry out the following duties when serving in the DES-CA/DES-RI Office:*

- Manage the time of the DES-CA/DES-RI including establishing/arranging appointments, maintaining the calendar of DES-CA/DES-RI, receiving and directing visitors, placing and screening calls and answering queries.
- Receive all incomings addressed to the Office of DES-CA/DES-RI.
- Check and clear for format presentation and accuracy all outgoing correspondences submitted for the DES-CA/DES-RI's signature.

- Establish and maintain a document/work assignment tracking system including receiving, screening, logging and routing as well as maintaining a system for follow-up and retrieval.
- Make travel arrangements for the DES-CA/DES-RI including travel itinerary, booking, logistical requirements, visa, all protocol and other administrative matters.
- Update mailing list and other relevant contacts.
- Draft on the request of the DES-CA/DES-RI routine correspondences like; letters, memos, note verbales etc.
- Dispatch all outgoing mails.
- Assist in the preparation and servicing of DES-CA/DES-RI conferences/workshops/meetings by: (i) establishing contact with the invitees; (ii) following-up on the invitation letters; (iii) ensuring preparation and distribution of documents, etc.
- Prepare and update proposed calendar of conferences, meetings, seminars and workshops of the DES-CA/DES-RI.
- Secure signatures and track documents through the approval process on behalf of the DES-CA/DES-RI.

## **Qualifications and Experience**

### **Education**

- At least a Degree in Office Management or related field from a recognised institution

### **Professional Certification**

- Certified Personal Assistant would be considered an advantage

### **Specialised Knowledge**

- Knowledge with office administration processes, policies, principles and practices
- Understanding of the core business processes
- Proficient in the use of computers and computer software relevant to the position

### **Experience**

- Minimum of 5 years work experience as a PA or Senior Secretary to a Senior Management position in a large organisation

### **Skills Requirements**

- Confidentiality
- Compassion and empathy
- Emotional intelligence
- Protocol etiquette
- Excellent oral and written communication
- Excellent typing

- Telephone etiquette
- Sound judgement and intuition
- Problem solving
- Numeracy and arithmetic
- Scheduling and time management
- Record management
- Multitasking

### **Competency Requirements**

- Apply interpersonal styles and methods to meet stakeholders' needs
- 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
- Planning and organising
- Demonstrate ability to work independently and without too much close supervision
- Flexible and adaptable to change
- Maintain confidentiality and respectful of sensitive situations
- Methodical and organised, with a high level of attention to details
- 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