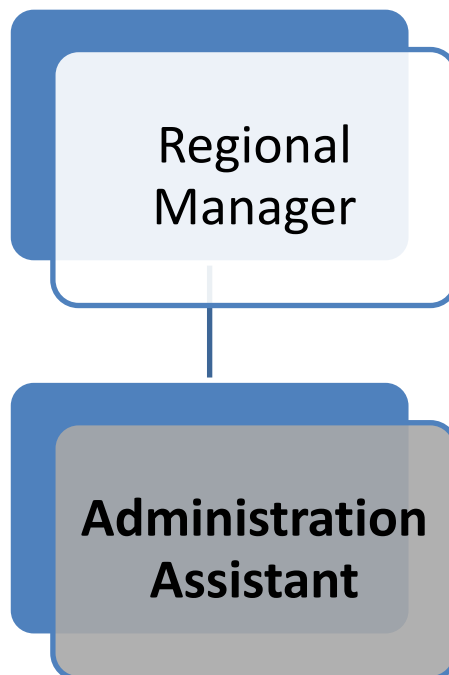




JOB DESCRIPTION

POSITION TITLE:	ADMINISTRATION ASSISTANT
REPORTING TO:	Regional Manager
DEPARTMENT:	FPBH
SUBORDINATE:	None
DATE:	4 February 2014
GRADE:	

POSITION IN THE ORGANISATION



Purpose of the Position

This Position:

The Administration Officer is responsible for the providing high quality professional office administration support and ensures timely flow of information in the office. This incumbent handles details of a highly confidential and critical nature, and must function efficiently and effectively in a fast-paced professional environment.

PERFORMANCE SPECIFICATION			
No.	Key Performance Area	Key Tasks	
1.	Office Administration	1.1	Anticipates the office's needs and proactively bring together appropriate people and resources to support the executive in addressing issues.
		1.2	Ensures that various administrative tasks are done in an effective and efficient manner, including copying, reviewing outside mail, drafting correspondence and maintaining executive files as needed.
		1.3	Assists management with typing and general correspondence.
		1.4	Assists with events management as and when required.
		1.5	Types correspondents from clear copy or rough draft, proofreads and edits documents.
		1.6	Sorts, indexes, and files materials numerically, alphabetically, or by some other predetermined classification according to established procedures.
		1.7	Responsible for the maintenance and ensures that contractors meet tier contractual obligations.
		1.8	Performs routine office management duties without referral to or direction from a supervisor.
		1.9	Responsible for ordering stationary and other miscellaneous items for all AMTA offices.
		1.10	Manages travel arrangements of Senior Managers and proactively coordinate the pre-planning of trips with various internal functions, including arranging appropriate travel, visas, agendas and necessary contacts, country information and other necessary preparations.
		1.11	Performs activities related to management, coordinate schedules, events and meetings to assist with compliance and corporate work commitments.
		1.12	Takes action to organize and manage the archive of documents from the area in order to contribute to compliance with the policy of reliability and preservation of information in the AMTA Offices.
		1.13	
2	Alarms, Security and Maintenance	2.1	Responsible for the security guards and ensures that he/she reports for duty on a daily basis.
		2.2	Ensures that the alarm system is functioning at all times and that the intercom is connected at all times.
		2.3	Implements safety control measures and ensures that the office building is opened/locked up on a daily basis.
		2.4	Ensures equipment and furniture is maintained, together with the fabric of the building, in liaison with the HR Manager, this requires physical checks of the building and equipment.
		2.5	Responsible for office accommodation occupancy and moves from one office to another.
		2.6	Assists in the organization of procedures for emergency evacuation. Acts as Emergency Evacuation Officer in the event of an emergency.
		2.7	Organizes and monitors repair and maintenance work within designated AMTA buildings.
		2.8	Carries out regular repairs and maintenance inspections and ensures works are done according to specifications.

POSITION SPECIFICATION FOR POSITION

Minimum Educational Requirements:

Qualifications & Subjects

1. Grade 12
2. National Certificate in Secretarial Administration (or equivalent qualification)

Minimum Years of Experience Required:

Type of Experience:

1. At least (2) years' experience in a similar or related position.

KEY PERFORMANCE AREAS

1. General Office Administration
2. Ordering Office Equipment & Miscellaneous Items
3. Office Administration
4. Diary Management – 0% double bookings
5. Travel Arrangements – Bookings made on time
6. Recording of minutes – minutes to reach participants 2 days after meeting
7. Office Administration – Accurate filing and information processing
8. Integrity of Information – Confidentiality at all time
9. Accurate Drafting of Correspondence
10. Alarm System and Security Guards

KNOWLEDGE, SKILLS & ABILITIES

KNOWLEDGE:

1. Knowledge of AMTA Departments and operations
2. Knowledge of modern office practices and procedures.
3. Knowledge of the policies and procedures of the AMTA.
4. Knowledge of the rules of English grammar and punctuation.
5. Knowledge of what information should be considered confidential.
6. Knowledge of norms of courtesy and etiquette in relation with the public and co-workers.
7. Knowledge of AMTA Personnel Rules, regulations, policies and procedures
8. Knowledge of Health & Safety and maintenance practices according to AMTA regulations.

SKILLS & ABILITIES:

1. Excellent organizing skills
2. Skill in oral communication as needed to explain policies and procedures, answer questions and make referrals.
3. Skill in written communication as needed to compose correspondence, prepare minutes, resolutions and public notices.
4. Skill in the application of timing, tact and discretion in communicating business related communications.
5. Skill in expressing apologies or explanations for the inconveniences of others.
6. Ability to read and interpret text such as AMTA rules, Personnel Rules, AMTA Employee Handbook, contracts, and specifications as needed.
7. Ability to spell commonly used English words and business and legal terms.
8. Ability to detect errors in grammar or punctuation or omissions through proofing letters, reports, forms, tables or codes.
9. Ability to accurately recognize and recall a series of numbers (e.g. telephone numbers, area codes or account codes).
10. Ability to focus attention on work assignments or responsibilities in a distracting environment.
11. Ability to adjust schedules to reflect changing situations, requirements or priorities.
12. Ability to negotiate priorities with individuals in the organization.
13. Ability to perform simple arithmetic calculations to include addition, subtraction, multiplication and division.
14. Ability to distinguish between problems which can be resolved through routine procedures from those which require specialized response or attention of others.
15. Ability to interpret and implement instructions issued by management.
16. Ability to establish effective working relationships with elected officials, other employees and the public.
17. Ability to calmly, politely and firmly handle unsolicited communications from disturbed individuals.
18. Ability to work effectively with others in close or stressful situations.
19. Ability to maintain an appearance of calmness or composure in dealing with unsatisfied or angry individuals or associates.
20. Ability to work without close supervision.
21. Ability to complete tasks with frequent interruptions.
22. Ability to maintain or project a positive image in person and on the telephone.

OFFICE/FIELD WORK:

100% Office Work

DEGREE OF SUPERVISION AND WORK CLASSIFICATION:

The fundamental reason why this position exists is to provide administrative support. Areas of responsibility include administration, personnel, purchasing, venue arrangements, assisting with general Administration matters and the provision of office and related support. Supervision of staff is also required. This position operates with minimum supervision and requires initiative and independent judgment within the scope of the work policies and procedures. The position exists is to perform skilled secretarial and general administration work which requires typing, filing and related activities. Independent judgment in the disposition of routine matters for one or more supervisors is normally an important element of these positions.

APPROVAL (SIGNATURES REQUIRED):

INCUMBENT NAME: _____ **DATE:** _____

SUPERVISOR NAME: _____ **DATE:** _____

MANAGER NAME: _____ **DATE:** _____

Job Description Disclaimer: The statements included in this document are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.