CARIBBEAN DISASTER EMERGENCY MANAGEMENT AGENCY
JOB DESCRIPTION

Position Title: Customer Services Assistant

Division/Department: Office of the Executive Director/Human Resources and Administration Department

Reports To: Human Resources & Administrative Manager

Direct Reports: N/A

Date Revised: August 2015

1.0 FUNCTIONAL RELATIONSHIPS
Reports to the Human Resources & Administrative Manager. Collaborates with other staff of the Coordinating Unit.

2.0 SUMMARY
The Customer Services Assistant (CSA) will provide operational support to the Coordinating Unit, including receiving and screening telephone calls, support for meetings, workshops, filing and records management and timely and reliable information flow. The CSA will also be responsible for providing specified accounting support to the Finance Department.

3.0 DUTIES AND RESPONSIBILITIES
Specifically, the Customer Services Assistant will:

3.1 Receive, screen and direct incoming telephone calls, makes telephone calls as requested and record messages;

3.2 Assist with the maintenance of the Records and Information Management (RIM) system;

3.3 File and retrieve information and update the relevant attendance records;

3.4 Receive and disseminate information within the Coordinating Unit;

3.5 Maintain a record of incoming and outgoing mail;

3.6 Attend to visitors and handles routine office enquiries;

3.7 Provide support for Meetings/Conferences/Workshops;
3.8 Provide administrative support as required;
3.9 Prepare Purchase Orders (POs), Material/Service Requisitions (MSRs) and Requisitions for Travel Expenditure (RTEs);
3.10 Assist with the preparation of cheque Requisition Vouchers (CRVs) and cheques;
3.11 Prepare VAT receivables for reimbursement;
3.12 Reconcile monthly telephone bills and follow up with appropriate staff to ensure all amounts are accounted for;
3.13 Assist with the maintenance of adequate stock of office supplies and stationery;
3.14 Provide monthly report of activities;
3.15 Participate in the response activities of the Agency as may be required;
3.16 Perform such other job-related duties as may be assigned from time to time by the Human Resources & Administration Manager or other duly authorized staff members.

4.0 EVALUATION CRITERIA
4.1 Responsiveness in handling telephone calls, inquires, and visitors.
4.2 Records of incoming and outgoing correspondence maintained.
4.3 Accuracy in preparation of Purchase Orders, Material/Service Requisitions (MSRs), RTEs.
4.4 Accuracy in the preparation of CRVs and cheques.
4.5 Timely reconciliation of telephone bills.
4.6 Responsiveness and flexibility in handling assignments.
4.7 Accurate and timely preparation of VAT receivables.
4.8 Responsiveness and flexibility in handling assignments.
4.9 Demonstrates high customer service skills.
4.10 Monthly reports.

5.0 CONDITIONS
5.1 General administrative office accommodation provided.
5.2 Institutional support provided through documented rules and regulations, general policy guidelines and through access to available relevant information, resources and facilities.
5.3 Position may require periods of travel to CDEMA member states as well as other destinations.
5.4 Subject to general service conditions applicable to established staff members of the Agency.
Required to observe provisions of Staff Rules and Regulations in force.

5.6 Mild stress levels in multiple priorities.

6.0 QUALIFICATIONS AND EXPERIENCE

6.1 Passes in at least five (5) CXC or GCE O’ levels subjects, including English Language and Mathematics or Accounting.

6.2 Diploma or Certificate In Secretarial Studies or equivalent qualification from a recognized institution.

6.3 At least 2 years’ experience in administration.

7.0 KNOWLEDGE AND SKILL REQUIREMENTS

7.1 Good knowledge of the operation of an office PBX system.

7.2 Excellent telephone techniques.

7.3 Good knowledge of Microsoft office suite.

7.4 Good knowledge of filing and records management.

7.5 Knowledge of basic accounting procedures.

7.6 Knowledge of QuickBooks accounting software would be an asset.

7.7 Demonstrated team player.

7.8 Ability to work under stressful conditions and in a fast-paced deadline-oriented environment.

7.9 Excellent organizational skills.

7.10 Excellent interpersonal, oral and written communications skills.

7.11 Appreciation of workplace diversity.