Vacancy Notice:
CDEMA Coordinating Unit

CUSTOMER SERVICE ASSISTANT

<table>
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<tr>
<th>Competition Reference No.</th>
<th>CDEMA-CU/ADMIN/27</th>
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<td>Application Deadline</td>
<td>June 21, 2024</td>
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<tr>
<td>Location</td>
<td>Bridgetown, Barbados</td>
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<tr>
<td>Organization</td>
<td>Caribbean Disaster Emergency Management Agency, Coordinating Unit (CDEMA CU)</td>
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The CDEMA Coordinating Unit (CU) is inviting applications for the position of Customer Service Assistant who will be responsible for providing 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.

Open To:
Applications for this post are open to employees of the CDEMA CU and all citizens and permanent residents of Barbados.

Compensation:
The compensation will be based on the individual’s qualifications and experience.

Merit Criteria:

1.0 QUALIFICATIONS AND EXPERIENCE
1.1 Passes in at least five (5) CXC or GCE O’ levels subjects, including English Language and Mathematics or Accounting.
1.2 Diploma or Certificate in Secretarial Studies or equivalent qualification from a recognized institution.
1.3 At least 2 years’ experience in administration.

2.0 KNOWLEDGE AND SKILL REQUIREMENTS
2.1 Good knowledge of the operation of an office PBX system.
2.2 Excellent telephone techniques.
2.3 Good knowledge of Microsoft office suite.
2.4 Good knowledge of filing and records management.
2.5 Knowledge of basic accounting procedures.
2.6 Knowledge of QuickBooks accounting software would be an asset.
2.7 Demonstrated team player.
2.8 Ability to work under stressful conditions and in a fast-paced deadline-oriented environment.
2.9 Excellent organizational skills.
2.10 Excellent interpersonal, oral and written communications skills.
2.11 Appreciation of workplace diversity

Information Notes:

1. Candidates must clearly demonstrate in writing that they have met all the criteria. Failure to do so may result in your application not receiving further consideration.

2. Send applications, including Resume, three (3) testimonials and copies of certificates via email to hram@cdema.org quote selection process number: CDEMA-CU/ADMIN/27

3. Acknowledgement of receipt of applications will not be sent. CDEMA would like to thank all candidates who apply, as only those selected for an interview will be contacted.