



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:	May 2026

1.0 FUNCTIONAL RELATIONSHIPS

Reports to the Human Resources & Administrative Manager and 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.

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 which includes minute taking and report preparation.
- 3.9 Assist with administrative procurement activities as needed which include preparation of Purchase Orders, DCWs, Bid Evaluations and updating Procurement Tracker.
- 3.10 Make flight arrangements for Agency personnel as required.
- 3.11 Assist with the maintenance of adequate stock of office supplies and stationery;
- 3.12 Provide monthly report of activities;
- 3.13 Participate in the response activities of the Agency as may be required;
- 3.14 Perform 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 Responsiveness and flexibility in handling assignments.
- 4.5 Demonstrates high customer service skills.

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.
- 5.5 Required to observe provisions of Staff Rules and Regulations in force.

6.0 QUALIFICATIONS AND EXPERIENCE

- 6.1 Passes in at least five (5) CXC general proficiency subjects, including English Language and Mathematics or Accounting.
- 6.2 Diploma or Certificate in Secretarial Studies, Administrative Management 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 or similar technology.

7.2 Excellent telephone etiquette & 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 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.