



Vacancy Notice:
CDEMA Coordinating Unit
CUSTOMER SERVICE ASSISTANT

Competition Reference No.	CDEMA-CU/ADMIN/36
Application Deadline	June 19, 2026
Location	Bridgetown, Barbados
Organization	Caribbean Disaster Emergency Management Agency, Coordinating Unit (CDEMA CU)

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.

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 General proficiency, including English Language and Mathematics or Accounting.
- 1.2 Diploma or Certificate in Secretarial Studies, Administrative Management 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 or similar technology.
- 2.2 Excellent telephone etiquette & 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 in a fast-paced deadline-oriented environment.
- 2.9 Excellent organizational skills.
- 2.10 Excellent interpersonal, oral and written communications skills.
- 2.11 Any other duties relating to the foregoing.
- 2.12 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 hr@cdema.org quote selection process number: **CDEMA-CU/ADMIN/36**.
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.