

JOB DESCRIPTION AND SPECIFICATION

Job Title:	Administrative Assistant_ GM
Classification/ Grade:	Level 3
Functional Area:	Operations
Reports to:	General Managers
Manages Directly:	N/A
Manages Indirectly:	N/A

This document is validated as an accurate and true description of the job as signified below.

Employee

Date

Head of Division/Unit

Date

Date received in HRM&D Division

Date created/revised

JOB DESCRIPTION AND SPECIFICATION

JOB PURPOSE

To provide administrative support by co-ordinating, streamlining and collating activities and information across the Revenue Service Centre(RSC) and its satellites ; schedule and organise appointments/meetings , record and prepare Minutes, reports and briefs as well as responding to internal and external queries.

KEY OUTPUTS

- Incoming and outgoing correspondence logged and routed;
- Correspondence (letters, reports, memoranda) prepared and dispatched;
- Telephone calls screened/received and directed or message/information logged and dispatched;
- Budget coordinated and compiled;
- Meetings/appointments coordinated and attended;
- Minutes/Action Items recorded, transcribed, reviewed and circulated;
- Queries addressed and advice provided;
- Supervisor's diary maintained;
- Reports coordinated and submitted

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Stamps and logs all correspondence received for the supervisor's office, check correspondence to determine if accurately routed, and re-route where necessary;
- Logs and dispatches all correspondence leaving the supervisor's office, to the various units/departments and other agencies;
- Coordinates and processes Motor Vehicle Waiver application submitted by taxpayers by advising on required documents, reviewing submitted documents, computing to determine outstanding fees and submits final application to General Managers for review and approval;
- Reviews motor vehicle waiver applications submitted to ensure all requirements are met, submits to the General Manager for review and action and prepares correspondence to taxpayer regarding outcome;
- Screens visitors and telephone calls to the GMs office, to determine the response required and urgency needed and assists with clients' requests or redirect where applicable;

TAJ's Core Values: Integrity Mutual Respect Professionalism Accountability Customer Centric Teamwork

JOB DESCRIPTION AND SPECIFICATION

- Co-ordinates activities for meetings (prepares and dispatches notes, agendas venue, equipment, lunch) as organised, scheduled and facilitated by supervisor
- Attend meetings and records, transcribes and prepares minutes of meetings and dispatches to meeting attendees;
- Receives (also documents?) and passes on correspondence requiring attention to the supervisor;
- Prepares memos, letters, minutes and other correspondence and transmits to the supervisor and other employees within Tax Administration Jamaica (TAJ);
- Receives calls and where necessary records the messages and delivers to the relevant officers as soon as they are available;
- Schedules and arranges meetings on behalf of the supervisor;
- Maintains the supervisor's diary by recording and monitoring all appointments and commitments and providing reminders as necessary
- Liaises with Heads of Sections and other personnel to facilitate administrative support as well as to follow up on all outstanding tasks, directives and requests made by the supervisor;
- Coordinates, compiles and reviews monthly and annual reports to reflect the completeness and accuracy of all submitted reports and reconciles any information discrepancy as required ;
- Collects and compiles the Branch's/Section's budget and submits to supervisor;
- Researches and provides information to the GM for the preparation of reports and compiles for submission;
- Establishes and maintains an appropriate filing system for the recording and easy retrieval of information;
- Manages urgent correspondence and emails in the absence of a Head of Unit;
- Supports the identification and management of risks within the organization and by extension the respective area of work;
- Maintains leave cards for the General Manager, AGMs and heads of satellites and prepares submissions to HR when sick and/or departmental leave has been exceeded.
- Manages the RSC's training budget to ensure expenses stay within the allocated limit and liaises with the training unit to ensure requested accommodation is secured.
- Prepares presentations for the General Manager when required.

TAJ's Core Values: Integrity Mutual Respect Professionalism Accountability Customer Centric Teamwork

JOB DESCRIPTION AND SPECIFICATION

- Coordinate the placement of trainees/students from institutions requiring job enrichment to the different units.
- Performs any other related duties assigned by the supervisor.

PERFORMANCE STANDARDS

This job is satisfactorily performed when:

- Incoming and outgoing correspondence logged and routed within stipulated timeline;
- Correspondence (letters, reports memoranda) prepared and dispatched within established standard and timeframe;
- Telephone calls screened/received and directed or message/information logged and dispatched in accordance with established standards and agreed upon timeline;
- Budget coordinated and compiled in accordance with established standards and agreed upon timeline;
- Meetings coordinated and attended in accordance with established standards and agreed upon timelines;
- Minutes recorded, transcribed and distributed in accordance with established standards and agreed upon timelines;
- Queries addressed and advice provided within agreed upon timeframe;
- Supervisor's diary maintained in accordance with established standards and timelines;

Reports prepared and submitted in accordance with established standards and agreed upon timelines.

AUTHORITY TO:

- Provide and request information;
- Schedule and cancel appointments;
- Open correspondence.

CONTACTS	NATURE OF CONTACT
<i>Internal</i>	

TAJ's Core Values: Integrity Mutual Respect Professionalism Accountability Customer Centric Teamwork

JOB DESCRIPTION AND SPECIFICATION

AGMs, Heads to Branch/Section Employees Human Resource Management Branch	Requesting and Provision of information -do-
<i>External</i> Ministries, Departments and Agencies	Promote, gather and disseminate information

REQUIRED COMPETENCIES

(a) Specific Knowledge

- Comprehensive knowledge of office procedures and practices;
- Comprehensive knowledge of computer systems and the relevant applications;
- Very good knowledge of budget preparation/accounting principles;
- Knowledge of TAJ Operations
- Knowledge of TAJ's Code of Conduct.

(b) Required Skills and Specialised Techniques

- Excellent organizing and time management skills;
 - Excellent communication, interpersonal and team skills;
 - Good analytical and research skills
- Ability to work on own initiative.

(c) Qualification and Experience

- Associate Degree in Business Administration or the equivalent;
- Certificate in Administrative Professional / Certificate in Administrative Management Level 3 (CAM 3)/ or Certified Professional Secretary designation (CPS);
- Training in Office Administration would be an asset;

TAJ's Core Values: Integrity Mutual Respect Professionalism Accountability Customer Centric Teamwork

JOB DESCRIPTION AND SPECIFICATION

- Three (3) years work related experience.

WORKING CONDITIONS

- Normal office environment;
- Highly stressful environment
- Meeting close deadlines

Vision Statement

A World-Class Tax Administration

Mission Statement

To collect the Revenue due in an equitable and cost-effective manner, foster voluntary compliance, provide excellent service to our customers through an engaged and empowered staff.