



The Southern Academy for the Performing Arts

**SOUTHERN ACADEMY FOR THE PERFORMING ARTS (SAPA)
JOB DESCRIPTION**

Office Assistant

SJD-2023-0114-HRA

TITLE: OFFICE ASSISTANT	POSITION STATUS: CONTRACT <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/>
DEPARTMENT: ADMINISTRATION	SECTION:
REPORTS TO: <input type="checkbox"/> HUMAN RESOURCE AND ADMINISTRATION MANAGER <input type="checkbox"/> HUMAN RESOURCE OFFICER	SUPERVISES: N/A
INCUMBENT:	LOCATION: SAPA SAN FERNANDO

PURPOSE

The Office Assistant is required to perform a variety of clerical/secretarial, administrative support duties of limited complexity: event planning, tour guiding, maintaining social media accounts. Work involves greeting of visitors, general support services to meet the business needs of the department and ensuring that business objectives are executed and met in a timely fashion with minimal errors. Work involves opening, sorting, and routing of mail; maintaining records and files; performing routine accounting duties and generating a wide variety of documents utilizing appropriate software.

KEY FUNCTIONS

Operational/Technical/Professional:

- Maintains file register and filing system in keeping with established systems and procedures.
- Receives, records, sorts and routes incoming and outgoing correspondence and other documents.
- Composes and issues routine correspondence; also prepares drafts of more complex correspondence and reports of meeting, conferences etc. as directed.
- Orders, issues, and maintains inventory of supplies and equipment ensuring an adequate supply of required resources to promote effective operations.
- Provides support in the preparation of vouchers, invoices and requisitions, posts entries in journals and ledgers and other routine accounting duties.
- Files memoranda, letters, reports, and other documents in accordance with the standards for proper records management.
- Generates a wide variety of documents such as letters, memoranda, minutes, reports and spreadsheets utilizing appropriate software.
- Attends to inquiries and ascertains the business of callers and visitors and guides them accordingly.
- Operates standard office equipment such as photocopiers, scanners, facsimile machines and binders.
- Assists in the preparation of budgetary and expenditure statements by collecting and inputting relevant data as directed.
- Undertakes basic information gathering, as directed, and compiles data for entry, enters and/or verifies data.
- Procures inventory and ensures that office stocks and supplies are maintained at the requisite levels.
- Maintains a proper filing system by organizing and maintaining office records accurately and for ease of retrieval.



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- Prepares pertinent documents for departmental staff and maintains staffing records pertaining to leave.
- Prepares schedules to ensure meetings and work activities are planned accurately and executed effectively.
- Liaises with internal stakeholders to answer questions, resolve queries, take messages, and clarify invoicing issues.
- Schedules meetings and other activities and acts as a liaison between the department and other internal and external stakeholders.
- Prepares letters, memos other correspondence to effectively communicate with internal and external parties.
- Enters staff and/or financial data into relevant IT systems accurately and in accordance with standards and deadlines.
- Executes any other related duties as assigned.

KEY RELATIONSHIPS

Internal

Liaises with Administration and all other relevant departments as required.

External

Liaises with guests, vendors, suppliers.

PERSON SPECIFICATION

Education:

- Five (5) GCE/CXC O Levels (General Proficiency) including Mathematics and English.
- Recognized Secretarial Diploma.
- Advanced typing/keyboarding (50-60 w.p.m.)

Experience:

- Minimum of two (2) years' experience performing customer service, clerical, and administrative support duties.

JOB COMPETENCIES:

Knowledge & Skills

Knowledge of: Office procedures principles and practices, event planning, Microsoft Office Suite, relevant Public Service rules, regulations, instructions, and procedures.

- Teamwork
- Customer Service
- Time Management
- Planning and Organizing
- Communication (oral and written)
- Technical and Professional Skills

KEY ATTRIBUTES:

- Ability to use the internet for research purposes, manage social media accounts and basic content creation, photos, videos, and captions.
- Ability to learn assigned tasks of limited complexity and variety readily.
- Ability to use a computer and other standard office machines such as photocopiers, scanners, and facsimile machines.



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- Ability to establish and maintain effective working relationships with colleagues and the public.
- Ability to use initiative to find solutions for simple work-related issues.
- Ability to comfortably address small to large groups of people of all ages.
- Ability to learn and regurgitate a great deal of information.

WORK ENVIRONMENT

- This job operates in a professional office environment. This role routinely uses standard office equipment.
- The job periodically operates on grounds when aggrandizing visitors, guests and vendors for exhibitions, site visits and other functions related to the performance of duties.