

JOB DESCRIPTION

Job Title	Administrative Assistant - Operations	Job Reference No.	
Department	Operations	Created / Revised	August, 2022
Reports to:	Assistant Manager - Operations	No. of Staff Supervised	0

Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern
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OBJECTIVE: To provide administrative support to the Operations Department.

ACCOUNTABILITIES:

OFFICE ADMINISTRATION

- Ensure a consistently updated record of all correspondence.
- Accurately record, prepare and disseminate minutes for meetings within the department.
- Print and package all daily automatically generated operational correspondences as outlined by the standard operating procedures.
- Create manual correspondence as needed.
- Ensure that all correspondences are linked to the appropriate accounts on the Policy Administration System.
- Package and label outgoing correspondence in accordance with established standard operating procedures.
- Forward incoming queries to the operations staff best able to handle them..
- Provide secretarial and administrative support to the Operations leadership team
- Perform other related duties as assigned.

SKILLS REQUIREMENTS

- Excellent written and oral communication skills
- Excellent organizational skills
- Ability to act pro-actively
- The ability to take on new opportunities and challenges with a sense of urgency
- Ability to multi-task and effectively manage time and conflicting priorities
- The ability to adapt approach and demeanor to match the demands of different situations
- The ability to improve or enhance existing work processes
- Detail oriented
- Ability to operate in a self-directed manner
- Ability to work with different personalities
- Corporate maturity

EXPERIENCE REQUIREMENTS

- At least 3-5years experience in administration or a related field

EDUCATION, KNOWLEDGE AND CERTIFICATION REQUIREMENTS

- At least five (5) CXC passes with a minimum of Grade II (General Proficiency) in English Language and Mathematics
- Proficient in the use of the Microsoft Office Suite (e.g. Excel, Word, Power Point)
- Certification as an Administrative Professional would be an asset.