

JOB DESCRIPTION

Job Title:	Office Attendant
Job Level:	LMO/TS 2
Department:	The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
Reports to:	Chief Attendant
Direct Reports:	N/A

1. STRATEGIC OBJECTIVES

The Corporate Services Division is responsible for providing essential services to the other divisions to support the successful execution of the core Treasury functions of the Department. This Division has responsibility for human resource policies, procedures, and advice to guide management and staff; and to facilitate organizational development which includes the review and re-design of business processes. It is also responsible for capacity building including the hiring of staff and the facilitation of staff training and development for best fit, competence and high performance. The Division is also responsible for effective employee and industrial relations, a comfortable work place and facilities, and occupational health and safety. It facilitates the establishment of an accountability framework for the Department to include organizational risk analysis, strategic planning, and performance management; and provides customers and stakeholders with high quality information and service. The Division manages the finances of the Department, which includes procurement management.

This division operates on the authority of the Financial Administration and Audit Act, the Public Service Regulations 1961, the Public Sector Staff Orders 2004, the Official Secrets Act, the Access to Information Act, the Corruption Prevention Act, and various other enactments.

2. JOB PURPOSE

Reporting to the Chief Attendant the Office Attendant is responsible for providing all ancillary duties within the offices of the Accountant General's Department to ensure a sanitary and comfortable work space and environment, and enhance the operations of the Department.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To prepare and serve refreshments for meetings, training and other functions and to maintain the office facilities (Microwave, refrigerator, utensils) to ensure they are clean, sanitary, and comfortable;
- To provide messenger and other support services for the efficient handling of mail and other related/relevant items;
- To assist with document processing to include photocopying, sorting and distributing documents etc.

3. KEY OUTPUTS

- Refreshments prepared and served;
- Requisite supplies are requisitioned and stocks maintained for refreshments;
- Inventory and maintenance of kitchen and other utensils and supplies required for execution of duties;
- Kitchen appliances/utensils cleaned and secured;
- Office furniture and equipment moved/relocated as directed;
- Mail and other items delivered, collected, and circulated as necessary;
- Mail and Delivery log books duly completed and maintained;
- Files/correspondence circulated in a timely manner;
- Documents and information reproduced and processed in a timely manner;
- Pleasant, professional and courteous service.

KEY RESPONSIBILITIES

Technical

- Serves hot and cold beverages to staff;
- Serves food and beverages to visitors or staff when meetings are held;
- Provides the Facilities Manager with the requisite information in order to maintain and secure inventory of required refreshments and cleaning items;
- Requests new supplies in keeping with established re-order levels and schedule;
- Provides the Facilities Manager with the requisite information in order to maintain an inventory of all kitchen utensils;
- Ensures that all kitchen appliances and utensils are securely kept;
- Assists in moving files, correspondences, furniture, equipment and other job related items to and from various locations, including off site;
- Delivers messages and items, such as newspapers, documents, and packages, internally, and to external locations as directed;
- Obtains the relevant signatures, and records information, such as items received and delivered;

- Reports to Supervisor after completed deliveries, in order to confirm deliveries and collections, and to receive instructions for other deliveries;
- Assists with photocopies of documents as required;
- Identifies and reports possible need for furniture and office equipment repairs;
- Prepares the meetings and training rooms for meetings.

Any Other Duties

- Any other related duty that may be assigned from time to time.

4. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Office facilities are maintained in fairly clean and hygienic condition;
- Requisite supplies are requisitioned and stocks maintained in a timely manner to ensure - the execution of duties at all times;
- Office appliances/utensils are cleaned as required;
- Cleaning equipment and materials are used with care, and in keeping with established Occupational Health and Safety policies and procedures;
- Files/correspondence circulated in a timely manner;
- Mail and other items delivered, collected, and circulated as necessary;
- Mail and Delivery log books duly completed and maintained;
- Documents and information is reproduced and processed to required standard and in a timely manner;
- Visitors and staff are treated courteously, and services provided in keeping with the Department's Customer Service Charter.

5. REQUIREMENTS FOR THIS JOB:

a. Qualification and Training

- Functionally literate and numerate
- Secondary education at least up to grade nine (9) level

Desired:

Training in hospitality management or food service.

b. Essential Experience and Knowledge

- At least One (1) years' experience in a similar capacity.

c. Competencies

The following competencies are required for the effective performance of this job:

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Collaboration and Team Work:** The ability to be collaborative and demonstrate genuine willingness to participate and work co-operatively with others in pursuit of team goals.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Ability to work effectively under pressure**
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Performance Management:** The ability to align resources, systems, standards and activities to ensure the goals and strategic objectives of the Unit are met in a consistent, effective and efficient manner.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change.

6. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands

- Required to lift and carry light loads.
- Required to stand, walk and bend.
- Exposure to odours and cleaning agents.

Work Environment - Normal office conditions