



# Government of Trinidad and Tobago

## JOB DESCRIPTION CONTRACTUAL POSITION

### JOB TITLE: BUSINESS OPERATIONS COORDINATOR

### JOB SUMMARY:

The incumbent is required to perform a variety of administrative and/or advanced secretarial support duties. Duties include supervising and coordinating the work of staff performing clerical/secretarial and administrative support duties; assisting in the preparation of budgets for a Unit/Division and the training and guidance of subordinate staff. Depending on assignment, the incumbent may be required to perform some or the full range of the duties of this position.

### REPORTS TO:

Administrative Superior or designated officer

### SUPERVISION GIVEN TO:

Business Operations Assistant I, II and/or other support staff as required.

### KEY RESPONSIBILITIES:

- Supervises the work of employees performing a variety of routine to complex clerical/secretarial and administrative support duties by assigning and reviewing work and providing guidance.
- Trains and guides staff in performing work assignments.
- Manages and coordinates the arrangements for meetings, workshops, conferences and other similar events, both internally and externally, by providing logistical support including:
  - scheduling dates and arranging for air and ground transport;
  - arranging accommodation;
  - sourcing and reserving conference facilities;
  - preparing agenda and taking minutes/notes; and
  - following up the implementation of actions and decisions taken as required.
- Supervises and coordinates activities related to processing, maintaining and updating of manual and electronic correspondence, documents and databases and office support such as:
  - maintaining manual and electronic filing system/databases/libraries;
  - sorting, recording and routing all incoming correspondence and documents;
  - filing of correspondence and documents manually and electronically and,
  - independently assigning metadata to facilitate electronic searches;
  - dispatching outgoing correspondence, documents; and
  - providing photocopying, printing, scanning, faxing, binding and other office assistance support.
- Assists in the execution of the design, implementation and evaluation of the Division's policies, projects and programmes; also assists in monitoring the work programmes of the Division to which assigned, follows up on actions to be taken and provides timely reminders on key deliverables.
- Assists in the preparation of budgetary estimates by obtaining relevant financial and other data for inclusion.
- Provides project management support such as identifying and managing resources to ensure project and system success.
- Coordinates arrangements for local and foreign travel, sources information on costs, develops cost proposals and justifications, plans the itinerary and makes ground transport arrangements, as necessary.
- Contributes to the creation of innovative procedures and policies as a means of improving Divisional and Ministry's /Department's work practices and arrangements.

- Prepares and/or guides the preparation of complex correspondence, reports and other documents, including Cabinet Notes.
- Maintains liaisons with other Divisions/Units to ensure that the needs of the Divisions/Units are met.
- Undertakes research and prepares justification for acquisition/procurement of stationery, books and other office supplies and equipment for the Division/Unit.
- Performs advanced secretarial support to senior managerial staff such as :
  - Preparing and formatting documents from manuscript or dictation; and generating documents such as memoranda, letters, reports, tables and spreadsheets utilising word processing and other software;
  - Reviewing and screening incoming correspondence, making preliminary assessment of importance, handling personally or forwarding to superior;
  - Receiving and screening incoming calls and visitors , determining priority matters and notifying superior accordingly; and
  - Coordinating and managing the superior’s calendar by arranging appointments and engagements.
- Performs other duties related to the core functions of the position.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

##### **KNOWLEDGE:**

- Extensive knowledge of modern office practices and procedures.
- Extensive knowledge of office management principles and techniques.
- Considerable knowledge of relevant Public Service rules and regulations, instructions and procedures.
- Considerable knowledge of relevant financial rules and regulations.
- Considerable knowledge of records and information management techniques.
- Knowledge of the principles of Public Administration.
- Knowledge of project management techniques.
- Some knowledge of Human Resource Management principles, procedures and practices.

##### **SKILLS AND ABILITIES:**

- Proficiency in the use of Microsoft Office Suite.
- Skill in the use of personal computers.
- Ability to use e-Government technology platforms.
- Ability to use the internet for research purposes.
- Ability to compose letters, memoranda, minutes and reports.
- Ability to demonstrate analytical and problem solving skills.
- Ability to plan and co-ordinate work programmes evaluate their effectiveness, prepare comprehensive reports and recommendations.
- Ability to direct and lead staff engaged in the performance of clerical/secretarial and administrative support functions.
- Ability to use a computer and other standard office machines such as photocopiers, scanners, facsimile machines.
- Ability to communicate effectively both orally and in writing.
- Ability to promote teamwork.
- Ability to establish and maintain effective working relationships with colleagues.
- Ability to interact positively with members of the public.
- Ability to use initiative to solve work related problems.

#### **MINIMUM EXPERIENCE AND TRAINING:**

- Minimum of eight (8) years’ experience performing clerical/secretarial and administrative support duties, including a minimum of two (2) years at a supervisory level.
- Training as evidenced by the possession of a recognized University Degree in the Social Sciences or a related area.