



# Government of Trinidad and Tobago

## JOB DESCRIPTION

### CONTRACTUAL POSITION

#### JOB TITLE: OFFICE SUPPORT ASSISTANT

#### JOB SUMMARY:

The incumbent will be required to perform frontline customer service and/or office support duties such as data entry, filing, checking documents, composing routine correspondence, delivering, collecting and distributing mail, operating standard office equipment and packing, sorting and distributing office supplies.

#### REPORTS TO:

Designated Officer

#### SUPERVISION GIVEN

N/A

#### DUTIES AND RESPONSIBILITIES:

- Enters, updates and retrieves simple data using personal computer.
- Checks documents and forms for accuracy and completeness of information entered.
- Gathers specific information to be used in report and other documents from sources such as publications, records, files and other documents.
- Locates, retrieves and files materials in accordance with established criteria.
- Prepares routine correspondence, forms and reports.
- Collects, sorts and distributes incoming mail, documents, packages and other materials.
- Delivers, sorts and stamps outgoing mail and makes appropriate entries in register.
- Registers mail as directed.
- Collects, packs, sorts and distributes stationery, office supplies and equipment.
- Maintains inventory of office supplies and equipment.
- Operates equipment such as photocopiers, facsimile machines, scanners and binders and reports the need for repairs where necessary.
- Assists with the movement of office equipment, supplies, furniture and other items.
- Greets and directs visitors to appropriate offices/meeting rooms and operates systems for the receipt and routing of calls.
- Asks questions to determine customers' needs, reports on and follows up on queries /issues as directed.
- Performs any other related work as required.

#### KNOWLEDGE, SKILLS AND ABILITIES

#### KNOWLEDGE:

- Some knowledge of basic office procedures and practices.
- Some knowledge of the Microsoft Office Suite.
- Some knowledge of filing systems and file maintenance

<b>SKILLS AND ABILITIES:</b>	<ul style="list-style-type: none"> <li>• Basic skill in the use of Microsoft Office Suite.</li> <li>• Ability to understand simple oral and written instructions.</li> <li>• Ability to speak and write clearly and effectively.</li> <li>• Ability to operate standard office equipment such as photocopiers, computers, scanners and facsimile machines.</li> <li>• Ability to establish and maintain effective working relationships with fellow employees and members of the public.</li> </ul>
<b>MINIMUM EXPERIENCE AND TRAINING:</b>	
<ul style="list-style-type: none"> <li>• A minimum of (6) months experience performing office support duties.</li> <li>• Minimum of three (3) CXC/GCE O'Level passes including English Language.</li> </ul>	