Job description

<table>
<thead>
<tr>
<th>Title of position</th>
<th>SENIOR SECRETARY/RECEPTIONIST</th>
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<tbody>
<tr>
<td>Grade</td>
<td>GS 5</td>
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<tr>
<td>Duty station</td>
<td>Suva, Fiji</td>
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Introduction

The ILO Office for Pacific Island Countries based in Fiji, provides technical assistance to nine member States (Fiji, Kiribati, Republic of Marshall Islands, Palau, Papua New Guinea, Samoa, Solomon Islands, Tuvalu and Vanuatu), as well as to non-member States in the region. Our work covers a wide range of areas including: labour and employment law and international labour standards, labour migration, the elimination of child labour and trafficking, promotion of gender equality, protection of seafarers, labour market statistics, occupational safety and health, HIV/AIDS in the workplace, youth employment, and entrepreneurship development.

The Senior Secretary is located in CO-Suva’s Programme and Administrative Unit, which covers Programming and Administration management. The post reports to the Director through the Senior Admin/Finance Assistant.

The main purpose of the job is to (a) provide Secretarial support to the Programming unit, and (b) carry out Reception duties including operating the Avaya PABX system and vetting visitors.

Generic Duties

1. Arrange appointments and maintain the supervisor’s calendar. Receive visitors, place and screen telephone calls, and answer queries with discretion.
2. Arrange meetings, both internal and external, some involving high-ranking officials, and take minutes and/or notes at meetings.
3. Serve as administrative secretary at training courses, seminars and workshops.
4. Translate brief documents, and may act as interpreter.
5. Take and transcribe dictation on a variety of subject matters, and ensure that spelling, punctuation and format are correct. Type correspondence, documents and reports, some of which are highly confidential, including statistical tables, and ensure correct spelling, grammar and punctuation.
6. Receive, screen, log and route correspondence, attach necessary background information and maintain follow-up system for action and deadlines.
7. Send faxes, email, pouch and express mail within the region and to headquarters in Geneva.
9. Set up and maintain the filing of correspondence and other documents, including confidential documents in accordance with an established classification system.
10. Clear outgoing correspondence for conformity with established procedures and accuracy of statements before being signed by the supervisor. Prepare administrative requests and forms for the supervisor and visiting officials and follow-up with the relevant administrative services on their processing.

11. Undertake searches for information and databases in order to trace status and progress of cases of particular interest to the supervisor and to request updated standard management reports and statistics.

12. Maintain up-to-date directories of constituents, ministers, government and other high level officials.


14. Perform liaison duties with other units, UN agencies, ministries, non-governmental organizations and constituents.

15. Assist in arranging programmes for in-coming official missions, make appointments with ILO’s tripartite constituents, including logistical arrangements and secretarial assistance.

16. Provide orientation and guidance on procedures to other secretaries and support staff.

Specific duties

17. Receive visitors and place incoming and outgoing local and long distance calls and answer queries with discretion. Respond to requests for general information. Keep records of private telephone calls in order to get the office reimbursed. Follow-up on reimbursement of private calls.

18. Prioritize tasks and coordinate with other staff members to ensure smooth operation of the work unit and completion of priority tasks.

19. Administer leave records and entitlements.

20. Collect and obtain information for uploading on the CO-Suva website.

21. Perform other duties as assigned by the supervisor.

Education – Completion of Form 7 secondary school education or higher.

Experience – Five years of secretarial experience.

Languages – Excellent knowledge of English and good knowledge of another working language.

Competencies – Proven ability to use word processing software and email. Ability to use other software packages required by the work unit. Proven shorthand and typing abilities. Thorough knowledge of modern office procedures, and computer software packages required for work. Thorough knowledge of secretarial practices and procedures, and knowledge of administrative practices. Knowledge of the subject matter and programme served. Knowledge of in-house procedures for the preparation of documents and administrative forms, and for the creation and maintenance of filing systems. Knowledge of protocol. Proven ability to draft correspondence and to ensure correct spelling, grammar and punctuation. Ability to take minutes of meetings. Ability to reply in an appropriate manner to telephone and in-person inquiries. Ability to work well with colleagues. Ability to organize own work. Ability to evaluate correspondence and inquiries for best course of action. Ability to obtain services from other work units inside or outside the office for completion of tasks. Ability to search and retrieve information from databases and compile reports. Ability to respond to requests from officials from government offices, ministries, ILO constituents and NGOs. Ability to determine relevant background and reference materials for others, and to screen requests for urgency and priority. Ability to deal with confidential matters with discretion. May need supervisory skills.