



**MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT
LOCAL AUTHORITY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Executive Secretary 1
JOB GRADE:	OPS/SS 4
POST NUMBER	
BRANCH:	Office of the Chief Executive Officer
SECTION:	
REPORTS TO:	Chief Executive Officer
MANAGES:	

This document is validated as an accurate and true description of the job as signified below

Employee

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date

1. STRATEGIC OBJECTIVES OF THE BRANCH:

The Office of the CEO is the command centre of the Local Authority. From here, the CEO provides leadership and oversight of the operations of the local authority to ensure that the approved decisions and directives of Council are implemented.

2. JOB PURPOSE

To support the efficient and effective operation of the Office of the CEO by providing efficient and effective secretarial and administrative support services.

3. KEY OUTPUTS

- Polite and knowledgeable customer service provided.
- Documents and records filing system maintained.
- Information for all customers and callers provided.
- Diary/calendar and schedule maintained
- Meetings and appointments arranged.
- Office equipment, supplies, and office administration for the CEO's office managed and maintained.
- Data and information collated and analyzed.
- Reports and correspondence managed, and proper storage and retrieval of documentation, both manually and electronically, ensured.
- Logistics for presentations, seminars, and workshops coordinated.
- Travel arrangements made.

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Provide polite and knowledgeable customer service to all customers and callers. This includes advising callers on whom to contact within the Division for specific issues and handling routine queries.
- Handle administrative tasks and provide secretarial support to the CEO. This includes composing letters and memoranda, managing incoming and outgoing correspondence, and organizing document production.
- Maintain the CEO's schedule, arrange meetings and conferences, and manage the Division's meeting room. Also, take action minutes at meetings when directed.
- Manage office equipment, including printers, computers, and phones. Ensure prompt repair or replacement of faulty equipment and handle stationery and office supplies for the CEO's office.
- Handle various aspects of correspondence management, such as composing letters, responding to routine correspondence, proofreading documents, and processing incoming/outgoing correspondence.

- Provide support for meetings hosted by the CEO, including preparing agendas, taking minutes, operating office equipment, and organizing business and social functions on behalf of the CEO.
- Maintain schedules for routine and special appointments, make travel arrangements, receive/make telephone calls for the CEO, and host visitors to the CEO.
- Establish and maintain an efficient general filing system that allows for secure and speedy retrieval of documents/information.

.Other Responsibilities

- Ensure an adequate supply of stationery and office supplies for the Unit.
- Undertake assignments specific to the assigned branch.
- Assist in the preparation and collection of standard reports.
- Identify and resolve problems and situations affecting the efficient flow of work and office administration.
- Perform any other related duties and functions as required

5. PERFORMANCE STANDARDS

- Accuracy is consistently maintained.
- Confidentiality, Integrity, tact and diplomacy are maintained in the execution of duties.
- Stipulated deadlines and quality standards are consistently met.
- Engagements are accurately logged and reminders provided to facilitate effective preparation and timely arrival.
- Files are easily retrieved, clean and tidy and securely stored.
- Harmonious relations are maintained with staff members and external contacts.
- Preparation for meetings and functions is efficiently executed with minimum supervision.
- Agency policies and procedures are adhered to.

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts

Contact (Title)	Purpose of Communication
CEO	<ul style="list-style-type: none"> • To receive professional advice, supervision and guidance
Other Divisional heads and staff	<ul style="list-style-type: none"> • Providing and receiving information • Scheduling meetings dealing with enquiries • Handling or redirecting enquiries

External Contacts

Contact (Title)	Purpose of Communication
Staff from other MDAs	<ul style="list-style-type: none">• Providing and receiving information• Scheduling meetings dealing with enquiries• Handling or redirecting enquiries
Clients and public	<ul style="list-style-type: none">• Providing and receiving information• Scheduling meetings dealing with enquiries• Handling or redirecting enquiries

7. AUTHORITY

- To provide information to customers and callers in keeping with CEO's guidance
- To recommend repairs/replacement of machinery and equipment.
- To order stationery and supplies.

8. REQUIRED COMPETENCIES

Core

- Excellent oral and written communication skills
- Ability to exercise initiative and sound judgment
- Maintain good internal and external customer relations
- Demonstrate proper official conduct and decorum
- Possess and display good interpersonal skills
- Deliver output of a consistently high quality
- Integrity
- Team work
- Possess a positive job attitude

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Five (5) O'level or CXC passes, including English and Mathematics;
- Secretarial Certificate from an accredited institution;
- CAM Levels 1-4;
- Five (5) years' experience
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10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal office working environment
- May be required to work beyond normal working hours to support CEO