

HOUSING AGENCY OF JAMAICA LIMITED

JOB SPECIFICATION AND JOB DESCRIPTION

JOB TITLE: Clerical Assistant - St. James
DEPARTMENT: Community Development
DIVISION: Public Relations and Community Development
POST: **Non-Applicable**
GRADE: F **BAND:** 4 **POINT:** 1st

Job Purpose:

Under the directives of the Team Leader, Community Development, the role of the Clerical Assistant provides essential administrative and clerical support to the Team Leader, Community Development, the Department, the Branch Office and the Agency, ensuring the efficient day-to-day operations of the Agency's branch office. This role is integral in maintaining organised documentation, accurate records, and effective communication channels that support office and administrative services, community engagement initiatives, housing development projects, and stakeholder coordination.

The role performs a variety of office tasks, including data entry, file management, preparation of routine correspondence and reports, scheduling of meetings, and handling of public inquiries. The position requires a high level of attention to detail, discretion, and professionalism, as well as a strong commitment to public service, transparency, and the organisational goals of sustainable and inclusive community development.

Key Outputs:

- Accurate and Timely Document Preparation
- Efficient Filing and Records Management
- Support for Community Development Activities
- Reception and Public Interface Duties
- Data Entry and Database Maintenance
- Inventory and Office Supplies Management
- Scheduling and Calendar Management
- Compliance with Administrative Protocols
- Internal Communication and Team Support

Key Responsibilities:

1. Administrative Support to the Team Leader, Community Development
 - Provide day-to-day administrative assistance, including typing, photocopying, scanning, and preparation of official documents, memos, and reports.
 - Assist in the compilation of data and information relevant to community development initiatives and housing programs.
2. Document Management and Filing
 - Maintain an up-to-date and well-organised filing system for both physical and digital records, ensuring easy retrieval and compliance with records management policies.
 - File incoming and outgoing correspondence accurately and ensure timely archiving and disposal in accordance with retention schedules.
3. Public Reception and Front Desk Duties
 - Act as the first point of contact for visitors and callers to the branch office, providing courteous assistance and directing inquiries to the appropriate personnel.
 - Maintain a lot of incoming calls, visitors, and public inquiries, ensuring timely follow-up and accurate record-keeping.

4. Meeting Coordination and Minute-Taking
 - Schedule, organise, and provide administrative support for internal meetings, community consultations, and stakeholder engagements.
 - Prepare agendas, take minutes, and ensure timely distribution of meeting records and action items.
5. Community Program and Event Support
 - Assist in the logistical planning and administrative coordination of community outreach activities, workshops, and public events hosted by the branch.
 - Support the distribution of flyers, invitations, and informational materials to relevant stakeholders and community members.
6. Data Entry and Database Maintenance
 - Input and update information in community development tracking systems, beneficiary databases, and project monitoring tools.
 - Ensure data integrity and accuracy by performing routine checks and reconciliations.
7. Office Supplies and Inventory Management
 - Monitor and maintain inventory of office supplies and materials; initiate purchase requisitions as needed in compliance with procurement procedures.
 - Track the issuance and usage of office assets and ensure proper maintenance logs are updated.
8. Support for Correspondence and Mail Handling
 - Receive, sort, and distribute incoming mail and official documents.
 - Prepare outgoing mail, packages, and courier shipments in a timely and traceable manner.
9. Confidentiality and Compliance
 - Handle sensitive information with a high degree of confidentiality and integrity.
 - Ensure compliance with all administrative policies, procedures, and government regulations relevant to clerical operations.
10. Team and Cross-Functional Collaboration
 - Collaborate with internal departments, field officers, and external partners to support the successful delivery of community development programs.
 - Provide back-up clerical assistance to other administrative staff when necessary to ensure continuity of branch operations.

Customer Service:

- Maintains internal customer service principles, standards, and measurements.
- Identifies and incorporates the interests and needs of customers.
- Ensures critical success factors are identified and meet expectations.

Other:

- Perform other professional duties that may be assigned from time to time.
- Participate in the Agency's Committees (where necessary)
- Adhere to and administer the Agency's rules and regulations.

Required Knowledge, Skills, and Competencies:

Knowledge

- **Government Administrative Procedures:** Knowledge of public sector administrative systems, recordkeeping protocols, confidentiality standards, data protection regulations, and ethical principles in public service.

- **Community Development Principles:** Basic understanding of community development concepts, stakeholder engagement processes, and the function of housing programs in advancing social development goals.
- **Office Administration and Records Management:** Proficient in maintaining manual and electronic filing systems in accordance with records management policies, with an understanding of general office operations and clerical workflows.
- **Official Documentation and Correspondence:** Familiarity with standard business writing formats, government correspondence protocols, and proper formatting of official documents.

Skills

- Effective Communication
- Organisational and Time Management
- Digital and IT Proficiency
- Data Accuracy and Attention to Detail
- Client and Public Service Delivery
- Administrative Problem-Solving

Competencies

- Confidentiality and Integrity
- Dependability and Initiative
- Teamwork and Collaboration
- Adaptability and Flexibility
- Attention to Detail
- Professionalism

Minimum Required Qualification and Experience:

- Diploma in Business Administration, Business Management, Management Studies or its equivalent.
- Certification in Administrative Management
- Two (2) years of administrative and clerical experience in a similar work environment.
- Knowledge of the Microsoft Suite
- Knowledge of Records Information Management

Special Conditions Associated with the Job:

- Confidentiality and Information Sensitivity
- Occasional Offsite Assignments
- Extended Working Hours
- Public Engagement
- Compliance with Government Protocols
- Physical Filing and Document Handling
- Use of Government-Issued Equipment

Effort – Physical Demand

- Normal physical demand is required.
- Walking internally and during branch/site/community visits.

Effort – Mental Demand

- To address administrative and clerical issues within the department, resolve customer-related concerns, and manage other similar organisational challenges.
- To keep abreast of changes in the relevant fields
- To meet monthly and annual objectives
- To meet regular reporting deadlines

Working Conditions:

- Ninety-five per cent (90%) of the time spent in the office, such as in meetings

- Ten per cent (10%) of the time spent travelling locally (communities, branches/sites), attending internal and external meetings or occasions/events, and sites.

Equipment Usage:

- Network Computer and/or Agency Laptop
- Telephone Devices (desktop and mobile)
- Printers, Scanners, Copiers, etc.
- Projector and Multimedia
- Binding and Laminating Machines
- External Drives

Reporting Relationship:

Reports to: Team Leader, Community Development

Nature of Supervision:

- **Task Assignment and Prioritisation:** The Team Leader assigns specific administrative duties and sets priorities based on the branch's programmatic and operational needs. The Clerical Assistant is expected to execute tasks efficiently and in accordance with prescribed deadlines.
- **Ongoing Guidance and Support:** Continuous support is provided through verbal instructions, standard operating procedures (SOPs), and policy documents. The Team Leader is available to provide clarification, resolve procedural issues, and offer direction on handling sensitive matters.
- **Performance Monitoring and Feedback:** The Clerical Assistant's work is subject to regular review for completeness, accuracy, adherence to confidentiality standards, and compliance with government administrative protocols. Constructive feedback is provided during periodic performance evaluations and informal check-ins.
- **Escalation Protocols:** The Clerical Assistant is required to escalate complex, unusual, or sensitive matters to the Team Leader, particularly those involving community stakeholders, regulatory compliance, or interdepartmental coordination.
- **Development and Training Oversight:** The Team Leader identifies training needs and facilitates opportunities for the Clerical Assistant to build capacity in areas such as customer service, records management, and the use of government administrative systems.
- **Delegated Authority:** While the Clerical Assistant functions under direct supervision, limited autonomy may be granted for routine clerical functions, provided such tasks fall within established guidelines and do not involve discretionary decision-making.

Guidance given to:

- None

Liaises internally with:

- All staff

Liaises externally with:

- Current and Prospective Clients
- Community Representatives
- GoJ Colleagues

Authority:

This position has authority, within the boundaries of the HAJL's and the government's respective policies and procedures, to:-

- **Administrative Execution:** Authorised to carry out routine clerical tasks such as document preparation, data entry, filing, correspondence formatting, mail handling, and basic reception duties without requiring prior approval for each action, provided they conform to established guidelines.
- **Records and Information Handling:** Permitted to access, organise, and maintain physical and electronic records relevant to branch operations, community projects, and administrative processes, while adhering strictly to confidentiality and data protection policies.
- **Public and Internal Communication:** Authorised to respond to general inquiries from the public, internal staff, and partner agencies, and to provide standardised information or direct queries to the appropriate personnel, as delegated by the Team Leader.
- **Office Logistics and Inventory Support:** Empowered to monitor office supplies, initiate basic inventory updates, and prepare standard requisition forms for approval, in accordance with procurement procedures and branch office needs.
- **Meeting and Event Support:** May independently coordinate logistics for routine meetings and small-scale community events (e.g., booking rooms, preparing agendas, circulating notices), under the overall direction of the Team Leader.
- **Use of Government Resources:** Authorised to utilise assigned government-issued tools, equipment, and administrative platforms (e.g., office software, printers, telephone systems) solely for official duties, in accordance with usage policies.

Performance Standards:

Performance is deemed satisfactory by the extent to which the following key outputs meet the established standards:

- **Accuracy and Quality of Work:** Produces error-free documents, data entries, and reports with attention to detail. Adheres to established formatting and language standards in the preparation of correspondence and official materials. Maintains organised, up-to-date filing systems with accurate documentation and cross-referencing.
- **Timeliness and Productivity:** Complete assigned tasks within established deadlines and prioritise work effectively based on instructions from the Team Leader. Demonstrates consistent productivity throughout the workday, contributing to the efficient operation of the office. Responds promptly to internal and external requests within reasonable and agreed-upon timeframes.
- **Communication and Interpersonal Conduct:** Communicates professionally and respectfully in all written and verbal interactions with staff, community members, and external partners. Handles inquiries and visitors with courtesy and discretion, providing accurate information or appropriately redirecting queries. Maintains confidentiality in all matters involving sensitive information.
- **The Clerical Assistant is expected to adhere to all applicable government Agency policies, procedures, and regulatory requirements, particularly those relating to administrative operations, recordkeeping, and information security. Integrity, confidentiality, and ethical conduct must be maintained at all times in line with public service standards. The role also requires consistent punctuality, reliable attendance, and timely communication regarding any absences in accordance with HR protocols.**

- The incumbent is responsible for identifying and addressing routine workflow issues, proposing practical solutions within the scope of the role, and escalating complex matters as appropriate. They are expected to work collaboratively with colleagues, actively participate in team meetings and training, and contribute to a positive and productive work environment. Competence in using standard office equipment and software, including Microsoft Office and internal databases, is essential to performing duties efficiently and supporting the branch's operational goals.

Agency Declaration:

- Please note that Housing Agency of Jamaica Limited Executive Management reserves the right to revise and amend the Job Description when necessary to accommodate the needs of the business.

THIS DOCUMENT IS INTENDED TO BE A GUIDE IN TERMS OF MAJOR OUTCOMES/ACCOUNTABILITY OF THE PORTFOLIO SIGNIFIED ABOVE

Document Validation:

Employee's Signature

Date

Senior Manager,
Public Relations and Community Development

Date

HR Representative

Date