USAID Administrative Assistant (OPPM)

13. BASIC FUNCTION OF POSITION

The Secretary is located in USAID/Jamaica, Office of Program, Policy & Management, and serves as the principal administrative support person for the office, operating independently of any other position to ensure that administrative functions are performed effectively, efficiently, and in a manner that promotes harmony and problem-solving, so that office staff members may be more effective.

The Secretary is the primary contact person responsible for office customer service to internal and external partners and other stakeholders, including Mission staff, contractors, Implementing Partners (IPs) and grantees, host-government officials, the Embassy, USAID/Jamaica, and other customers. In this capacity, the Secretary is responsible for coordinating information about the office, and making sure that information gets to customers on a timely basis and in a professional manner.

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME

The following duties broadly cover the range of duties and continuing responsibilities for the position titled Administrative Assistant:

a) The Secretary receives and places phone calls, and sets up meetings and makes appointments at the request of the supervisor and other Office staff within the Mission, the Host Government, donor, IP, NGO, private-sector, and other contacts; arranges transportation as needed; and, takes minutes at meetings when requested. The Secretary schedules appointments based on a good knowledge of the supervisor’s commitments, and maintains the Office calendar, reminding the supervisor and others of meetings and appointments. The Secretary takes messages in the absence of the supervisor and other staff members, or answering questions personally; arranges compound access to receive and assist visitors, answers questions, or directs them to a staff member who can assist them; schedules meetings for the supervisor, and ensures that attendees are briefed or provided proper background material for meetings; and, participates in maintaining conference room schedules, in coordination with the Secretary to the Mission Director, other Office Secretaries, and with other Mission administrative staff, arranging for conference room space as required by the size of the group. The Secretary meets with other Mission support staff on a regular and recurring basis. 20%
b) The Secretary maintains control of all correspondence for the Office, establishing and maintaining computerized tracking systems to track Office actions, receiving and screening Office mail not addressed to a particular individual, drafting non-technical responses to routine correspondence and letters, distributing incoming official mail to Office personnel and attaching pertinent background material and other pending actions. The Secretary reviews outgoing mail for proper address, routing, attachments, etc., prior to dispatch, reviewing outgoing correspondence for accuracy and conformance with Mission formatting procedures and special instructions. Reviews all correspondence prepared in the Office or elsewhere in advance of the supervisor’s signature, corrects errors by drafters and edits correspondence, and assures that responding correspondence fully meets the requirements posed by incoming correspondence to which it pertains. As required, the Secretary locates documents routed for clearance, and obtains and tracks clearances and signatures. 

20% 

c) The Secretary uses PC-based word processing, spreadsheet, and charting software in the performance of a variety of assignments, types a variety of correspondence, creates electronic tables, develops charts, and prepares other documents in draft and final form, proof-reading for format and consistency with standard formatting requirements prior to submitting for signature. Demonstrate skill and efficiency with the use of programs such as ARIBA for the procurement of commodities or services and receiving reports for the Program Office, as well as ASIST for payment of travel cards, declining balance cards or any other payments for the Office. Also assists Acquisition and Assistance Specialist with filing of contracts in ASIST. 

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d) Arranges meetings, conferences, and secures and assembles reports and other material for meetings and conferences as required. Makes travel arrangements for the Office Director and other office staff including as necessary negotiating with hotels regarding rates. Demonstrates skill using travel software E2 to efficiently prepare travel orders, securing reservations and tickets from travel office and making hotel and ground transportation arrangements as required. Assist with travel logistics arrangements for TDYers. 

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e) Establishes and maintains files according to standards set by the Mission Correspondence and Records (C&R) Technician/Supervisory Regional Executive Officer (EXO), and by USAID/Washington; and, marks correspondence and other documents for filing, and files accordingly. Provide reports to Regional C&R Officer at the requested periods. The Secretary maintains and updates documents and listings, such as visitors’ lists, telephone listings, calendar and vacation schedules, etc. 

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f) Serves as backstop to the Mission Director’s Secretary when required. Orders and maintains inventory of all office supplies. 

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15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. **Education:** Completion of Secondary Schooling plus two or more years of post-secondary schooling in Secretarial Studies or Business Administration is required.

b. **Prior Work Experience:** A minimum of three years of progressively responsible administrative work experience, of which two years should be in related work with USAID, the USG, NGOs, other donor organizations, or host-government organizations.

c. **Post Entry Training:** A candidate new to USAID will be provided familiarization training on USAID operations, and on specific regulations and procedures (such as records management, travel, and correspondence management). Additional training in-country may be provided from time to time, depending on course offerings and the availability of space and funds.

16. POSITION ELEMENTS

a. **Supervision Received:** The Secretary receives supervision from the Office Director, and/or his/her designee, who provides assignments in terms of a discussion of the work to be performed, and Office priorities. Most work occurs as a result of normal office operations, but special activities may be assigned at any time. The Secretary independently plans and carries out assignments, and is responsible for the accuracy of their personal work; work is normally reviewed in terms of results achieved and in meeting office objectives.
b. **Supervision Exercised:** Full supervision of other USAID staff is not contemplated.

c. **Available Guidelines:** In addition to oral and written instructions from the supervisor, guidelines include USAID Mission Orders, Administrative Notices, USG Regulations, and other guidance and directives from the Automated Directives System (ADS), USAID Fact Sheets, E-mails, and other sources.

d. **Exercise of Judgment:** The Secretary must use sound judgment in addressing tasks and responsibilities, and in setting work-related priorities. This is particularly important in dealing with working-level contacts within the Embassy, and with contractors, IPs, other donors, and host-government officials. The Secretary has no authority to commit the USG to the expenditure of funds.

e. **Authority to Make Commitments:** Within the scope of the assignment, the Secretary is regularly called upon to maintain calendars and/or otherwise schedule meetings; to advise staff, callers, and visitors when work items or particular individuals will be available; and, to otherwise provide appropriate information. The Secretary is not authorized to independently commit the USG to the expenditure of funds.

f. **Nature, Level, and Purpose of Contacts:** Contacts will be maintained in person, by phone, or by written or electronic communication with Office and Mission staff, and with relevant senior Host-Government officials, private-sector representatives, and staffs of other foreign donor institutions. The nature of these contacts will be principally administrative.

g. **Time Expected to Reach Full Performance Level:** One (1) year.

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