

NATIONAL ROADS AUTHORITY JOB DESCRIPTION

Job Title: Officer Assistant/Receptionist
Grade P: CI \$33,120 – 44,508

Job Holder:
Reports to: Communications & Administration Supervisor
Team: Administration

1. JOB PURPOSE

The primary role of this position is to assist in facilitation the achievement of NRA's mission, aims, objectives and programs through the provision of overall front office activities, including the reception area, mail, purchasing requests and facilities. The Administrative Assistant/Receptionist will organize office communication and activities on a day-to-day basis. The individual's primary responsibilities include handling incoming calls and visitors, while maintaining office common areas and facilitating meetings.

Working as part of a team providing reception, centralised administrative, data input, information and related support services within the NRA.

The Office Assistant/Receptionist is also responsible for the control, management and completion of assigned projects and initiatives as required.

2. DIMENSIONS

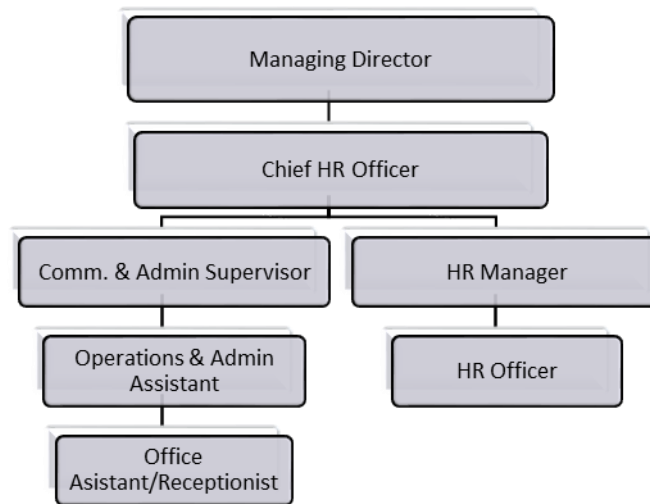
The NRA provides a variety of services: - transportation, planning, operations, engineering – including road construction and maintenance. It is supported by general service providers such as finance, administration and HR. The post holder contributes to the organizational effectiveness of the NRA by providing administrative and receptionist duties, to be responsible for the operation of the NRA switchboard and mail management system.

3. PRINCIPAL ACCOUNTABILITIES

1. Perform receptionist duties as required on a daily basis.
2. Process all incoming telephone calls, directing them to the appropriate person/s.
3. Assist customers with over-the-counter queries.
4. Greet all visitors and ensure that they are escorted to their meetings.
5. Ensure coverage of reception area at all times during office hours.
6. Assists with other related administrative duties such as photocopying, drafting letter and conference room bookings.
7. Participate in the general administration of the NRA including ensuring general waiting area is kept tidy at all times (i.e. current magazines, newspaper, etc. maintain the conference room and other common areas.
8. Daily retrieval and distribution of messages on the Voicemail from the General Delivery Mailbox.
9. Logging in and tracking of all mail correspondence via automated mail tracking system - QTrack®
10. Prepares requisition requests for Purchase Orders relating to Administration and Operations.
11. Provide monthly Q-Track reports the Human Resources Manager.
12. Ensure customer complaints and requests are directed to the Administration & Operations Assistant for processing in accordance to the NRA Customer Service Charter Plan.

13. Weekly filing general correspondence and any other documentation.
14. Assist (when needed) the Administration & Operations Assistant with the hand delivery of special documents and retrieval of items requested as necessary to support the operation of the NRA.
15. Assist the Administration & Operations Assistant with service requisitions & work orders in Cartegraph.
16. Maintains stock and assists in the ordering, receiving, stocking and distribution of the office and kitchen supplies.
17. Perform the duties of the Administration & Operations Assistant in their absence.
18. Rotate coverage with the Administration & Operations Assistant of the NRA emergency Complaints hotline.
19. Assist with projects and task as required by senior managers.

4. ORGANIZATIONAL CHART



5. BACKGROUND INFORMATION

The National Roads Authority is the Statutory Authority responsible for planning, design, construction and maintenance of all Government roads, car parks and any other projects that may be assigned. In this regard, the major responsibilities include planning, design, budgeting, construction, maintenance and cost efficiency of these projects.

The NRA is also the Statutory Authority responsible for the regulation of Explosives which includes the storage, inspections and the use of Explosive products as well.

6. KNOWLEDGE, EXPERIENCE AND SKILLS

1. Post holder should have a High School Diploma with 2 -3 O'Level passes or equivalent, two of which should preferably be English and Mathematics with good communication and computer skills.
2. Minimum one (1) year working experience, in administrative role, preferably in an environment related to the construction industry and possess the ability to communicate effectively with the general public.
3. Honesty, punctuality, reliability, flexibility and an industrious and cheerful disposition are essential to the effective performance of this job.

4. Proficiency in the use of telephone, photocopier and scanner is essential. Particular attributes required are the ability to maintain confidentiality, conduct effective communications and work as part of a team.
5. Must possess and maintain a valid CI driver's license.

Competencies

Delivering the Service – Takes a methodical approach to work, prioritizes tasks effectively, and consistently meets deadlines in order to provide an excellent service.

Improvement & Change – Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve service.

Proving Excellent Customer Service – Maintains a professional approach and presents a positive image to internal and external people when representing self and the NRA.

Team Working – Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.

Communicating – Communicates appropriately, openly and effectively.

7. ASSIGNMENT AND PLANNING OF WORK

The work is mostly generated from routine activities e.g. providing administrative support, collection and delivery of mail correspondence, filing, telephone and messaging services.

8. SUPERVISION OF OTHERS

The post holder has no supervisory responsibilities.

9. OTHER WORKING RELATIONSHIPS

The post-holder will be seen as a representative of the NRA and will be required to be a goodwill ambassador to daily contacts in the public and private sectors.

The post holder will also work closely with all designated section of the Authority and suppliers.

10. DECISION MAKING AUTHORITY AND CONTROLS

May be required to make decisions in regard to the prioritizing of daily duties based on the needs of Managers and Directors.

11. PROBLEM / KEY FEATURES

No issues of significance.

12. WORKING CONDITIONS

Normal office working conditions apply. The post holder must be willing and able to work beyond normal working hours, as necessary, to carry out the duties of the post if required. Maintaining confidentiality of all information is essential.

Job Description approved by: _____ **Date:** _____

Job Holder: _____ **Date:** _____
(Print Name in Capital)

Signature: _____ **Date:** _____