

POSITION DESCRIPTION

PROGRAMME ASSISTANT – COMPETITIVENESS & EXPORT PROMOTION (CEP)

REPORTING TO: MANAGER – COMPETITIVENESS & EXPORT PROMOTION

LOCATION: BASED IN BARBADOS

SUMMARY OF RESPONSIBILITIES

The Programme Assistant – CEP provides administrative support to the Agency. He/she will perform and/or oversee a variety of associated administrative, staff support and planning activities. The Programme Assistant will coordinate and facilitate meetings, programme-related functions, and/or special events as appropriate. He/she may coordinate specified administrative activities and reporting across multiple organizational units.

KEY RESPONSIBILITIES

- Transcribe, type, edit, compile, prepare and distribute correspondence and/or memoranda meeting notices, agendas and minutes as assigned.
- Prepare and despatch correspondence to other agencies, including business support organisations.
- Prepare invoices, reports, memos, letters, purchase orders and other required documents.
- Assist in preparation of monthly, quarterly and annual reports and departmental papers as required.
- Assist in preparation for trade missions and promotional events including activities not limited to registrations, preparation of materials, manuals, database management and all logistics.
- Liaise with other departments and operating units in the resolution of day-to-day administrative and operational problems.
- Provide administrative support for the Agency such as answering telephones, assisting visitors, and resolving and/or referring a range of administrative problems and inquiries.
- Schedule and coordinate meetings, events, interviews, appointments, and/or other similar activities for supervisors, which may include coordinating travel arrangements.
- Perform basic information gathering for analysis and the preparation of reports.

- Establish, maintain and update files, databases, records, and/or other documents.
- Develop and maintain data and perform routine analyses and calculations in the processing of data for recurring internal reports.
- Coordinate and perform a range of staff and/or operational support activities for the Agency.

Any other duties as required by the Agency, including project related activities.

CORE COMPETENCIES: Knowledge

- Knowledge of administrative procedures and systems such as word processing, managing files and records and transcription, designing forms, and other office procedures and terminology.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge and practice of International/Local Protocols and Business Etiquette for governments, business and social interactions, meetings or events.

CORE COMPETENCIES: Skills

- Excellent administrative skills
- Excellent oral and written communication skills
- Excellent organizational and planning skills
- Good team working skills
- Strong information gathering and monitoring skills
- Good problem analysis and problem-solving skills

CORE COMPETENCIES: Abilities

- Good judgment and decision-making ability
- Ability to multi-task and meet several deadlines
- Ability to work under pressure with competing demands
- Utilises initiative and is adaptable
- Demonstrates confidentiality and discretion with sensitive information.
- Pays attention to detail and accuracy.
- Fluent in English.
- Proficiency in the use of Microsoft Office programmes especially Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

EDUCATION/EXPERIENCE/CREDENTIALS

- A Bachelor's degree in Business Administration or in the Social Science field.
- Minimum of four (4) years of experience in a secretarial or administrative field.
- CARIFORUM national.
- Project Management experience an asset.
- Knowledge of and conversational French, Spanish and Dutch are an asset.

TRAVEL DEMANDS

- Minimal travel is required.