

## **JOB DESCRIPTION**

**JOB TITLE:** Business Operations Coordinator

**JOB PURPOSE:**

The incumbent is required to provide administrative services to support the effective and efficient operations of the Construction Company Limited in support of the mandate of the Trinidad and Tobago Housing Development Corporation.

**WORKING RELATIONSHIPS:**

- Reports to the General Manager- CCL.
- Works closely with internal and external stakeholders.

**MAJOR DUTIES & RESPONSIBILITIES:**

- Supervises the work of employees performing a variety of routine to complex clerical/secretarial and administrative support duties by assigning and reviewing work and providing guidance.
- Trains and guides staff in performing work assignments.
- Manages and coordinates the arrangements for meetings, workshops, conferences and other similar events, both internally and externally, by providing logistical support including:
  - scheduling dates and arranging for air and ground transport;
  - arranging accommodation;
  - sourcing and reserving conference facilities;
  - preparing agenda and taking minutes/notes; and
  - following up the implementation of actions and decisions taken as required.
- Supervises and coordinates activities related to processing, maintaining and updating of manual and electronic correspondence, documents and databases and office support such as:
  - maintaining manual and electronic filing system/databases/libraries;
  - sorting, recording and routing all incoming correspondence and documents;
  - filing of correspondence and documents manually and electronically and,
  - independently assigning metadata to facilitate electronic searches;
  - dispatching outgoing correspondence, documents; and
  - providing photocopying, printing, scanning, faxing, binding and other office assistance support.
- Assists in the execution of the design, implementation and evaluation of the Company's policies, projects and programmes; also assists in monitoring the work programmes of the Company to which assigned, follows up on actions to be taken and provides timely reminders on key deliverables.

- Assists in the preparation of budgetary estimates by obtaining relevant financial and other data for inclusion.
- Provides project management support such as identifying and managing resources to ensure project and system success.
- Coordinates arrangements for local and foreign travel, sources information on costs, develops cost proposals and justifications, plans the itinerary and makes ground transport arrangements, as necessary.
- Contributes to the creation of innovative procedures and policies as a means of improving the company and its work practices and arrangements.
- Prepares and/or guides the preparation of complex correspondence, reports and other documents, including Board Notes.
- Maintains liaisons with other Organisations to ensure that the needs of the Company are met.
- Undertakes research and prepares justification for acquisition/procurement of stationery, books and other office supplies and equipment for the Company.
- Performs advanced secretarial support to senior managerial staff such as:
  - Preparing and formatting documents from manuscript or dictation; and generating documents such as memoranda, letters, reports, tables and spreadsheets utilising word processing and other software;
  - Reviewing and screening incoming correspondence, making preliminary assessment of importance, handling personally or forwarding to superior;
  - Receiving and screening incoming calls and visitors, determining priority matters and notifying superior accordingly; and
  - Coordinating and managing the superior's calendar by arranging appointments and engagements.
- Performs any other related duties and responsibilities consistent with the job title/position.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Training as evidenced by the possession of a recognized University Degree in the Social Sciences or a related area.
- Five (5) years' experience performing clerical/ secretarial and administrative support duties and a minimum of two (2) years supervisory experience or equivalent combination of training and experience.

#### **KNOWLEDGE AND SKILLS:**

- Extensive knowledge of modern office practices and procedures.
- Extensive knowledge of office management principles and techniques.
- Considerable knowledge of relevant Public Service rules and regulations, instructions and procedures.
- Considerable knowledge of relevant financial rules and regulations.
- Considerable knowledge of records and information management techniques.



- Knowledge of the principles of Public Administration.
- Knowledge of project management techniques.
- Some knowledge of Human Resource Management principles, procedures and practices.
- Ability to use the internet for research purposes.
- Ability to compose and prepare documents such as letters, memoranda, minutes and reports.
- Ability to learn assigned tasks of limited complexity and variety readily.
- Ability to make mathematical computations.
- Ability to plan, organize and supervise the work of staff engaged in performing a variety of clerical/secretarial and administrative support duties.
- Ability to train and mentor employees.
- Ability to use a computer and other standard office machines such as photocopiers, scanners and facsimile machines.
- Ability to establish and maintain effective working relationships with colleagues and the public.
- Ability to use initiative to find solutions for simple work related issues.
- Ability to develop creative strategies and solutions to accomplish objectives.
- Ability to lead and work as part of a team.
- Ability to manage multiple tasks/projects.
- Ability to be detail oriented.
- Strong organisational, problem solving and time management skills.
- Excellent customer service skills.
- Excellent communication skills, oral, written and interpersonal.
- Proficient in MS Office (Outlook, Word, Excel, PowerPoint).

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.

