

JOB DESCRIPTION

Job Title:	Secretary	Department:	MSME Development and Export Promotion
Name of Employee:		Division:	
Job Category:	Specialist	Job Grade:	
Travel Required:	Yes	Position Type:	Permanent
Location:	Windhoek	Subordinates:	
Immediate Supervisor	Executive Director: MSME Development and Export Promotion		
Job Purpose:			
<p>The Secretary to the Executive Director: MSME Development and Export Promotion is responsible to provide confidential, efficient, and effective secretarial and administrative support to and assist in the coordination and management of the daily functions of the department. This role will maintain the operations of the Executive Director's office and ensure that during the Executive's absence, appropriate service levels are maintained.</p>			
Role and Responsibilities:			
<ul style="list-style-type: none"> ● Act as the first point of contact for the MSME department and dealing with stakeholder engagements. ● Maintain a daily updated diary for the Executive and ensure full briefing and prepared for all engagements and meetings. ● Develop, implement, and maintain office administration systems, procedures and processes. ● Assist the Executive in research and information gathering for the drafting of reports and submissions. ● Prepare correspondence i.e., drafting letters, reports, presentations etc. in consultation with the Executive. ● Make travel and accommodation arrangements and related bookings for the Executive. ● Establish and maintain a comprehensive database for all records and documents, hard copy and digital. ● Update and maintain existing stakeholder contact information. ● Provide secretarial support during meetings, i.e. minute taking. ● Undertake other duties as may be reasonably required from time to time. 			
Qualifications and Education Requirements		Person Profile	
<ul style="list-style-type: none"> ● The Secretary is required to hold a minimum of an appropriate and relevant Degree or Diploma in Office Administration. ● With 5 year's relevant work experience in a related field. Broad practical and technical experience in the use of MS Office applications, particularly Excel, Word, Power point, or similar office applications at advance level, Internet, and email proficiency. 		<ul style="list-style-type: none"> ● Focusing on high quality performance and have a positive outlook. A natural forward planner who critically assesses own performance. Reliable, tolerant, supportive, patient, diligent and determined. Is a self-starter who can work well in a fast-paced environment. Empathic, display emotional maturity, tactful, ability to keep information confidential, friendly, pleasant disposition and a clear communicator and is able to see things from the other person's perspective. Well-presented and business-like. Keen for new experience, responsibility and accountability. Able to get on with others and be a team player. 	

	<p>Preferred Skills</p> <ul style="list-style-type: none"> • Exceptional written and verbal communication skills. • Ability to work under pressure and to work extra hours to meet tight deadlines. • Good organisational and time management skills. • Ability to research, analyze and present findings clearly. • Excellent interpersonal skills. • Ability to take initiative and be innovative. • Analytical, decisive and problem-solving skills. • Customer service orientation, responds promptly to customer needs and service needs. • Attention to detail, ability to prioritise and plan effectively. • Flexibility and adaptability to deal with a range of different tasks. • Discretion and an understanding of the confidentiality issues. • Ethical conduct, high integrity, honesty and reliability. • Advance computer skills i.e. MS Office applications, particularly Excel, Word and Power point.
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Internal/External Stakeholders:
 All internal staff members and external stakeholders are in line with the responsibilities of the role.

Reviewed By (HR):		Date/Signature:	
Approved By (Line manager):		Date/Signature:	
Incumbent Signature:		Date/Signature:	