

GUYANA WATER INC.

JOB DESCRIPTION

Job Title:	Administrative Assistant
Location:	Regional Office
Department:	Operations
Reports To:	Regional Manager
Supervises:	No supervisory responsibility
Collaborates With:	Revenue Manager, Senior Clerk, Customer Liaison Officer, Asst. Regional Manager, P/D Supervisor, Customer Services Representative, Field Supervisor, Technician Engineer, Customers, other Colleagues
Purpose:	To provide responsible administrative and secretarial support services to the Regional Manager in order to ensure the efficient operation of the office.

Main Duties and Responsibilities:

- To prepare a variety of reports, letters, memoranda, and other materials from rough draft or notes, or from own initiative for signature by the Regional Manager.
- To prepare special reports by selecting and collating relevant information from appropriate internal sources or as directed such as new service connection list, Regional Management Team meeting minutes, monthly payments to contractors, etc.
- To collect QOS for the action of operations and separate and issue to the relevant supervisor daily.
- To collect all QOS and Work Orders for clearing in High Affinity daily.
- To enter operational data in the LICS data base by 10:00 h daily Monday to Friday except on holidays.
- To enter static and dynamic levels and LOS data for submission to Data Center monthly.

- To schedule and maintain a calendar of appointments, meetings and interviews exercising discretion in committing the Manager and prepare background material needed and advise on matters to be considered. (Especially DMT meetings and follow up actions and submissions to H.O.)
- To interview and screen telephone calls and visitors desirous of meeting the Manager without appointment and to receive feedback from customers and enter same in Hi Affinity and follow up implementation with Manager or Supervisor.
- To establish and maintain confidential and other files concerned with policy matters relating to the department and record action taken on sensitive issues.
- To ensure that, in the absence of the Manager, the requests for information or action are relayed to the appropriate officer and briefs Manager on all important or emergency matters.
- Prepares and submits periodic administrative and management reports as may be required.
- Performs other related duties and responsibilities consistent with the level and purpose of the post.

Qualification and Experience

- Five (5) subjects CXC including English Language and Mathematics
- At least one (1) year experience would be an asset
- Experience in Microsoft Office and Excel

Skills/Abilities

- Good communication skills, both oral and written
- Knowledge of Microsoft office
- Good interpersonal skills
- A team player