RHODES UNIVERSITY
Where leaders learn

JOB TITLE	Secretary	**GRADE**	6
POSITION CODE	50001081	**OFO CODE**	
DIVISION	Economics and Economic History Department	**INCUMBENT**	
SUPERVISOR/MANAGER	Office Administrator	**JOB TYPE (ACADEMIC/SUPPORT)**	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Permanent	**FULL-TIME OR PART-TIME (IF PART-TIME HOW MANY HOURS PER DAY)**	Full-Time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Council Funded Post	**DATE APPROVED**	28 February 2017 (SR)

MAIN JOB OBJECTIVE/S
To provide an administrative and secretarial service for the department (and the envisaged Commerce Administration Hub) which includes the staff of the department, the customers/students of the department and other individuals/groups requiring the services/products of the department.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	***STANDARD EXPECTED***
GENERAL ACADEMIC ADMINISTRATIVE RESPONSIBILITIES (50%)	• Maintaining a data base of student results. • Providing administrative assistance to lecturers. • Liaison/co-ordination of tutors and tutor claims. • Distribution and co-ordination of essays/tests to tutors, for marking. • Typing test/exam papers. • Capturing exam/test/essay results. • Checking student registration lists in conjunction with the HoD and Registrar's Division. • Monitoring Leave of Absence forms for academic staff. • Allocating students into tutorial groups and monitoring/updating tutorial lists. • Following up on venue bookings for tutorials and tests. • Monitoring the DP status of students and preparation of letters, if required. • Prepare congratulation letters to top students.

SECRETARIAL RESPONSIBILITIES (20%)	• Answering of telephone, screening of calls. • Photocopying, faxing, mail distribution. In the absence of the messenger-cleaner collect mail and printing. • Typing correspondence, handouts, modules, tests and exams. • Filing. • Shredding confidential papers. • In the absence of the Office Administrative Assistant perform back up function as required.
FRONT LINE SERVICE/PUBLIC RELATIONS (30%)	• Provide a front line service to students, prospective students, parents and the public for the department. • Responding to queries related to the department. • Attending to visitors to the department. • Assisting with the organisation and set-up of Departmental meetings, functions and conferences.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

Grade 12 or equivalent plus approximately 2 year's relevant experience, where such experience includes:-

- Previous administrative and secretarial experience within a computerized environment
- Previous experience organizing, prioritizing and planning of day to day work.

COMPETENCIES – I.E. KNOWLEDGE, SKILLS AND ATTRIBUTES

The incumbent must demonstrate the following competencies: -

ADMINISTRATIVE SKILLS

- Sound Computer literacy: able to work with MS Word, Word Perfect, MS Excel, Internet and Email
- Excellent organizational skills including the ability to plan day to day work prioritise and meet deadlines. Attention to detail is necessary.
- Ability to read and interpret documents to draft and layout correspondence and documentation.
- Sound analytical ability including the ability to problem solve

PEOPLE AND COMMUNICATION SKILLS

- Ability to communicate effectively, verbally at all levels and in the written form, in English.
- The ability to speak other official languages will be an advantage.
- Sound interpersonal skills with an ability to interact with a diverse range of individuals
- Good telephone etiquette, i.e. warm, polite and friendly

WORK BEHAVIOURS

- Able to work independently as well as a member of a team
- Service ethic with a track record of good customer service and continuous improvement
- Actively seeks feedback for self and team, able to withstand criticism and use constructive criticism to improve service delivery and own contribution.
- Openness to learning and change, personal flexibility
- Highly professional, high personal standards, able to produce work of a high quality
- Shows initiative and is proactive
- Willing to work out office hours when necessary

FUNCTIONAL RESPONSIBILITIES (only if applicable)	
PLANNING (i) What is the longest (macro) period that the jobholder has to plan ahead? 3 to 4 months (ii) Typically how long are the micro phases/time periods that the macro planning is divided into? 1-2 Weeks	
ADDITIONAL INFORMATION	
FOR HR USE ONLY - TO BE COMPLETED BY HR	
RemChannel Code	**394**
Note: Any changes made to the job profile (other than the name of the incumbent, the position code and OFO code) must be approved by the Director P&C or the Senior Manager HR Specialist Services.	