



# JOB DESCRIPTION

JOB CODE: 0119

REVIEW DATE:

<b>Job Title</b>	<b>Office Manager</b>
<b>Institution</b>	Regional Center for Surveillance and Disease Control
<b>Duty Station</b>	Abuja, Nigeria
<b>Grade</b>	G5/G6/G7
<b>Salary in USD</b>	19,667.24/36,959.89
<b>Directorate</b>	Executive Directorate
<b>Line Supervisor</b>	Executive Director
<b>Supervising</b>	

## ROLE OVERVIEW

Under the supervision of the Director, the Office Manager should play a vital role in the smooth running of the Department. From welcoming visitors to reception of calls, fixing appointments, organizing the schedule of his/her superior, drafting of correspondences and filing documents, his or her duties will be critical to the daily activities of the Directorate. In this regard, he/she should be quite accessible and responsive in the face of competing demands from both internal and external parties.

## ROLE AND RESPONSIBILITIES

- Management of the Supervisor's schedule:** receive and welcome visitors; organise and manage appointments; keep the Supervisor's timetable; make telephone calls; verify in-coming calls to ensure their importance and possibility to respond; manage the Director's diary and schedule.
- Administrative management:** organise meetings, take notes, write the reports; receive, draft, and make follow-up on administrative letters; meeting room bookings; monitor office supplies; manage the incoming and outgoing correspondences.
- Management of mail:** create a recording system of in-coming and out-going mail; ensure archiving and filing of documents; ensure follow-up on documents submitted to the Director for signature.
- Management of documents & files:** Ensure efficient archival and retrieval of hard and electronic documents and make them available on request. Prepare PR for the Department's requests.
- Perform any other duty assigned by the superiors.

## ACADEMIC QUALIFICATIONS AND EXPERIENCE

### Education:

- Brevet de Technicien (BT)/OND or equivalent plus additional technical training in administrative and secretarial practices or commercial.
- Bachelor's degree in business administration, secretarial studies, or a relevant field from a university of recognized standing.

### Experience:

- 6 years' of progressively more responsible secretarial and administrative experience in a bilingual work environment of a multicultural public sector and/or international organization.
- Thorough knowledge of office procedures and practices with demonstrated experience applying and interpreting office rules, codes and regulations (e.g. Document management systems, communication protocols), establishing sound office processes (e.g. Approvals, calendars, travels) and providing administrative support services to management (e.g. Recording minutes, write memos, produce administrative reports).
- Ability to write, read and edit documents in english, french, and/or portuguese; superior typing/keyboarding skills in all required languages with proficiency in the use of all software programs in



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the Microsoft Office Suite (e.g. excel, word processing, PowerPoint).

- Excellent team building skills with demonstrated group leadership ability to train, assign and check semi-complex work assignments of subordinates.
- Knowledge of relevant enterprise content management (ecm) filing systems and correspondence-related procedures, guidelines, and processes to preparing and using administrative documents and templates".

## ECOWAS KEY COMPETENCIES

**G5-02-01**

### LEADERSHIP

- Ability to provide suggestions based on own observations that will improve the way work is accomplished and confidently lead on their implementation as requested.
- Demonstrated experience working effectively as a team member, mentoring teams and occasionally leading on discussions and/or replacing other leading roles as required.
- Ability to support the team by keeping abreast of the team's initiatives, events and needs, assisting team leaders as required.
- Ability work under pressure and be dependable for results.
- Ability to take responsibility for own career and performance and to engage in self-assessment activities regularly and independently.
- Ability to develop and maintain skills and expertise required to perform in the role effectively.

**G5-03-01**

### CLIENT SERVICE ORIENTATION

- Excellent work ethics, positivity, motivation, flexibility, and problem-solving skills to carry out tasks associated with position.
- Ability to take initiative to resolve semi-routine problems and make recommendations to improve the quality/quantity of services to clients.
- Ardent desire to help others in a variety of circumstances of relevance to own work area and to refer to appropriate person for further assistance as required.
- Ability to work as part of a team in articulating the needs of clients.
- Ability to manage own time effectively and meet service standards and objectives related to assigned responsibilities.

**G5-04-01**

### MULTICULTURAL SENSITIVITY AND ADVOCACY

- Understands how to access internal resources or services to enhance cultural awareness and actively seeks to improve multicultural skills when interacting with others with culturally and linguistically diverse backgrounds, especially within west Africa.
- Ability to listen attentively to people's ideas, requests and concerns and to understand, internalize and develop diversity management skills in accordance with ECOWAS rules/policies.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to recognize preconceived notions and stereotypical views of certain groups and individuals and to successfully adopt inclusive and culturally appropriate behaviors.

**G5-05-01**

### KNOWLEDGE OF ECOWAS



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- Basic understanding of the ECOWAS organizations mandates and its functions, particularly those of own institution/agency.
- Knowledge of ECOWAS routine procedures and practices as it relates to assigned responsibilities and work tools.
- Ability to apply ECOWAS standards for emailing and other routine tasks and to keep records, and information pertaining to assigned work in accordance with rules and regulations.
- Ability to apply ECOWAS procedures relevant to tasks and demonstrate understanding of associated systems, processes, rules and/or standards sufficiently to explain their necessity and to identify errors and consequences.

### G5-06-01

#### ANALYTICAL AND CRITICAL THINKING

- Numeracy skills with the ability to collect, collate, classify, and summarize data following clear and simple instructions.
- Ability to be innovative with established procedures with a view of improving performance and/or outputs.
- Ability to detect and correct errors and to keep accurate records of simple indicators/information.
- Ability to gather and arrange information and data in a simple and understandable manner.

### G5-07-01

#### COMMUNICATION

- Ability to provide accurate and complete information to supervisor/co-workers/clients as requested, using good judgment, tact and diplomacy.
- Ability to use computers with advanced word-processing skills including a working knowledge of spreadsheets, database, inter/intranet, email and social media.
- Ability to read/listen and understand routine instructions and carry them out with limited supervision.
- Ability to produce clear, concise, logical and grammatically correct written material in the three ECOWAS official languages and to have equal verbal language proficiency.
- Ability to address issues with others in a candid, polite, timely and straightforward manner.
- Proficiency in information communication technologies (ICT).
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community (English, French & Portuguese). Knowledge of an additional one will be an added advantage.

### G5-08-01

#### PLANNING AND IMPLEMENTATION

- Ability to organize routine work tasks, to identify solutions to address conflicting priorities or uncertainty in carrying out new or changing tasks.
- Ability to develop work goals and identify the steps needed to achieve these goals.
- Ability to understand and contribute to team or work unit goals as directed by supervisor.
- Ability to work within well-established office practices and balance multiple tasks within set deadlines.