

Post: Clerical Officer

**Grade:** 11

Reporting to: Line Manager

#### **Role Summary**

To provide an efficient and effective clerical administrative, organisation and customer support service.

#### Key Tasks/ Responsibilities

- 1. Provide a high level of clerical services using Microsoft Office products and in-house computerised systems.
- 2. Preparation and issue of correspondence for internal and external use.
- 3. Face-to-face, telephone and written communication with customers both internally and externally.
- 4. Roster duties on dedicated call-centre lines where necessary.
- 5. Acting as a point of contact for general queries regarding the unit's work.
- 6. Maintain all necessary records including electronic back-ups which are related to the unit.
- 7. Checking, processing, editing, filing and retrieving of information both electronically and manually.
- 8. Validation, reconciliation and payment of invoices and accounts in line with relevant procurement procedures.
- 9. Scheduling and organising meetings and events/ management of diaries.
- 10. Liaise with other units within SOLAS in pursuit of information to ensure the smooth running of the unit.
- 11. Ensure a high level of customer service.
- 12. Compilation of stock takes, ordering of equipment/ office supplies.
- 13. Undertaking of projects and collation of data.
- 14. Assist in the maintenance and improvement of Quality Systems.
- 15. Any other duties/ project work which may be specified from time to time.

## **Requirements**

# Essential:

- NQF/QQI Level 4 standard of education is the minimum standard required.
- Appropriate ICT skills, e.g. proficiency in Word, Excel, Access, PowerPoint and e-mail.
- Well motivated to make a positive contribution to the provision of SOLAS services.
- Have demonstrated ability, initiative and flexibility in previous positions.
- Ability to organise, plan, schedule and follow-up.
- Ability to multi-task within a busy work environment.
- Good communication skills, and able to respond to queries in a confident manner, both written and verbal.
- Good numerical abilities.
- Ability to work as part of a team.

## <u>Desirable:</u>

- At least 1 year relevant experience with a proven record of administrative and organisational skills.
- Experience in deadline driven environment.
- Previous call-centre experience.
- Knowledge of SOLAS and its services.
- Basic web maintenance experience.
- Basic report writing skills.
- Evidence of self-development.