

JOB DESCRIPTION**ADMINISTRATION & COMMUNICATIONS OFFICER**

Position: Administration & Communications Officer	Supervisor:
Current Incumbent:	Department/Unit: BTEC
Division: Training and Employment	Level: L5 - Officer
Location: Belize City	Last Revised: August, 2024
JOB OBJECTIVE: The Administrative and Communications Officer is responsible for ensuring that all visitors, whether in person, via phone, email or utilizing social media platforms, receive exceptional customer service and embody the organization's hospitable and professional attributes. Additionally, this role encompasses the provision of meticulous administrative support to the Manager of BTEC and the unit. Furthermore, the Officer is tasked with collaborating with the Marketing and Information Unit to conceive and implement communication strategies and initiatives across all BELTRAIDE social media channels.	
ESSENTIAL DUTIES & RESPONSIBILITIES: <u>Office Administration</u> 1. Supervise and manage vehicle mileage, staff attendance registry, and staff leave (holiday, travel duty, sick, special) registry; and distribute out-of-office notices to staff daily. 2. Extend greetings and receive guests and clients, offering basic guidance as needed. 3. Process and record incoming/outgoing emails; organize and direct correspondences to appropriate recipients. 4. Deliver high-quality customer service, respond to telephone inquiries, and direct calls to the relevant individuals. 5. Gather and document paid fees, submit revenue, and generate reports (petty cash reconciliation) for the Finance Officer. 6. Provide administrative support to both the Manager and the unit. 7. Manage appointments/schedules, make travel arrangements, and oversee budgets. 8. Uphold strict confidentiality, particularly concerning client records. 9. Maintain all filing systems for easy file and document retrieval; and ensure the office space is well-organized.	

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10. Assist in the revision of all administrative policy manuals (personnel, vehicle usage, procurement, etc.), the Centre's procedural forms, and standard operating procedures; and offer recommendations for administrative enhancements.
- 11. Reserve and arrange training room space(s)/conference room; collaborate closely with the janitress to uphold office maintenance and presentation standards.**
- 12. Keeping inventory of office supplies/kitchen pantry.**

Communications

1. Assist the Marketing and Information Unit by updating and printing BTEC marketing materials and centre forms, in both print and electronic formats. Ensure strict adherence to branding guidelines and maintain adequate print quantities.
2. Contribute to the national promotion of the Centre and the recruitment of clients, with the aim of increasing revenue and achieving the Centre's operational goals.
3. Take responsibility for promoting and coordinating events, including centre training, meetings, client/partner outreach, out-of-district promotional initiatives, and other external events for BTEC.
4. Offer assistance in recommending marketing strategies to meet the annual goals for training participants.
5. Update and maintain all BELTRAIDE's social media platforms, which include the website, blogs, Facebook, and mass mailing.

Other Tasks Assigned

- 1. Any other duties assigned by the Manager.**

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The following requirements represent the knowledge, skills, and abilities necessary for the role. Reasonable accommodations may be provided to enable individuals with disabilities to perform these essential functions.

JOB DESCRIPTION**Education & Experience**

- Bachelor's degree in business administration, Management, Communications, Project Management or equivalent
- Minimum of one (1) year in business support with experience in working with the online communications
- Certificate in File Management

Knowledge/Skills/Attitudes

- The candidate must possess exceptional attention to detail and strong organizational skills.
- Deadline-oriented with the ability to multitask and manage various projects and responsibilities effectively.
- Excellent analytical and organizational skills are a must.
- Capable of working in a team environment and operating with minimal supervision.
- Excellent time management skills and the ability to prioritize and deliver planned results in a fast-paced environment.
- Proactive communicator, problem solver, and goal-oriented individual.
- Strong communication skills, both written and verbal, and the ability to present and communicate effectively to diverse audiences.
- Advanced computer skills in MS Office and Excel are essential.
- A valid driver's license is required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described herein are representative of the requirements necessary to successfully execute the essential functions of this position. Reasonable accommodations may be provided to facilitate the performance of essential functions by individuals with disabilities.

During the execution of job duties, the incumbent will regularly engage in sitting and reaching with hands and arms. Additionally, there will be occasional requirements for walking, using hands or fingers, handling or feeling objects, tools or controls, stooping, kneeling, crouching, and talking or hearing.

JOB DESCRIPTION**Beltraide**

The incumbent may occasionally be required to lift and/or move objects weighing up to 10 pounds. This position requires specific vision abilities, including close vision and the capability to adjust focus.

The incumbent will have a designated office area furnished with standard office equipment. The office environment will maintain a moderate temperature and a noise level ranging from low to moderate. Furthermore, the incumbent is expected to adhere to a standard 40-hour work week. However, there may be circumstances necessitating work during evenings, weekends, and overtime, to accommodate activities directly associated with BELTRAIDE.