

Opening Date: 11 December 2018
Closing Date: 25 December 2018
Location: Tortola
Vacancy Notice No.: MCW/24/2018 (**INTERNAL APPLICANTS ONLY**)
Job Classification: Grade 2/3/4
Ministry/Department/Unit: Water and Sewerage Department
Position Details: One year probationary period
Established position
Employment Type: Full-time
Remuneration/Benefits: Salary range **\$17,435 – \$29,088**. Salary is commensurate with relevant qualifications and experience.

JOB VACANCY NOTICE
Office Generalist I/II/II
INTERNAL APPLICANTS ONLY
Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will assist with frontline and clerical duties to ensure professional customer service is provided to the Department and to the public at all times. **SEEKING TO RECRUIT INTERNAL OFFICERS ONLY WHO FALL WITHIN THE GRADE 1 TO 6 RANGE.**

MAIN RESPONSIBILITIES

1. Answer, screen and transfer calls appropriately, record messages and distribute them to officers to ensure a timely and adequate flow of information.
2. Perform clerical and data entry functions.
3. Update and maintain information on computer systems, databases and spreadsheets and in archives.
4. Assist in processing paperwork, gathering information and verifying data.
5. Greet and assist visitors and clients in a friendly and professional manner to facilitate effective communication and customer service.
6. Ensure that all correspondence is collected, delivered and recorded appropriately to facilitate effective information flow.
7. Assist with the filing of correspondence to keep filing up to date so that complete records are available for reference.
8. Assist with the preparation of meetings and presentation materials.
9. Assist with maintenance of minor office equipment to ensure a well-functioning work environment.
10. Provide clerical support by completing all photocopying, scanning, binding and typing in a timely manner to facilitate the effectiveness and efficiency of the Ministry/Department.
11. Assist with records management, organisation and retrieval of documents.
12. Receive and process complaints through to resolution.
13. Process reconnections and applications for transfer of water accounts.
14. Performs any other related duties as required by Supervisor or any other senior officer in order to contribute to the effectiveness and efficiency of the department.

BEHAVIOURAL COMPETENCIES

1. Observes departmental standards for own conduct
2. Manages own work effectively
3. Manages customer relationships
4. Communicates clearly and effectively
5. Manages relationships with others in the team, including your manager
6. Contributes to the effective use of resources

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal office environment
- Fieldwork

MINIMUM QUALIFICATIONS AND EXPERIENCE

- High School diploma or equivalency
- One (1) to (3) years working experience
- Valid BVI driver's licence (if required)
- Basic knowledge of Government structure, policies and procedures
- Good oral and written communication skills
- Basic knowledge of the use of standard office equipment
- Working knowledge of relevant computer software applications
- Basic knowledge of general office procedures
- Good time management and organisational skills
- Good interpersonal skills and ability to work as a team player

HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

Permanent Secretary
Ministry of Communications and Works

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at:

**Central Administration Building
Road Town, Tortola VG 1110
British Virgin Islands**

Or by email: hrdeployment@gov.vg

www.bvi.gov.vg/services/emp. All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.