



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Clerical Assistant

Revised: July 23rd 2025

Position Number: 203

Department: Academic Services

Reports to: Dean-Academic Services

Approved by: Board of Directors

Date: February 23rd, 2024

1.0 JOB SUMMARY:

The Clerical Assistant is responsible for providing administrative and clerical support to ensure efficient and smooth operations at the department to which they are assigned.

Work is carried out with minimum of supervision and involves treating with routine correspondence, answering phone calls, maintaining and organizing files and records, collaborating with other team members of the department to review department specific data, ensuring its accuracy and integrity to aid in the development of reports, scheduling appointments, and assisting with general office duties. The Clerical Assistant facilitates effective communication within the department and provides assistance to internal and external customers who utilize the services of the department.

The incumbent is also highly confidential, and promotes a positive and professional work environment.

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Establishes and maintains a record management system (both electronic and manual), for the purpose of facilitating easy retrieval, file movement, safekeeping of reports and all other records.
- 2.2. Performs data entry tasks, inclusive of collection of departmental performance indicators, ensures data accuracy, collates and compiles information to assist with analysis and updates information regularly.
- 2.3. Generally assists with the preparation of material for all meetings and visits to support the initiatives of their supervisor.
- 2.4. Prepares appropriate replies to correspondence from outline instructions, drafts, notes and/or from verbal instructions from their supervisor.

- 2.5. Archives and disposes of outdated files in accordance with company policies.
- 2.6. Receives students, staff, customers and other visitors to the Department, assists those seeking information and resolves matters not requiring the personal attention of the reporting manager.
- 2.7. Determines the need for and prepares requisitions covering the supply needs of the Department.
- 2.8. Coordinates and schedules meetings, conferences, and appointments, ensuring proper communication and timely reminders.
- 2.9. Maintains an organized office environment, and supplies are stocked.
- 2.10. Coordinates office events, meetings, or conferences, in liaison with the Restaurant and Cafeteria Services for catering and logistics.
- 2.11. Undertakes additional duties and responsibilities incidental to and commensurate with this role.

3.0 COMPETENCIES

3.1. CORE

- Integrity
- Collaborating with Others
- Quality
- Student Centered Focus

3.2, TECHNICAL

- Proficiency in computer software and applications
- Familiarity with document management systems, databases, spreadsheets, and online collaboration tools.
- Data Entry and Management skills, with the ability to input and manage large volumes of information, data validation, sorting, filtering, and basic data analysis.
- Experience in organizing, categorizing, and maintaining files and records in both physical and electronic formats.
- Familiarity with communication technologies such as email clients, video conferencing platforms.

- Ability to schedule meetings, send invitations, and troubleshoot basic technical
- Proficiency in operating office equipment
- Competency in conducting online research using search engines, databases, and other web resources.
- Ability to gather and analyze information, summarize findings, and present data in a clear and organized manner.
- Strong typing skills with a high level of accuracy.
- Ability to transcribe audio recordings or handwritten notes into digital formats while maintaining speed and accuracy.
- Understanding of data security and confidentiality protocols to ensure the protection of sensitive information.
- Customer service acumen and orientation

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1 Two (2) years' work experience in an administrative/secretarial capacity.
- 4.2 Proficiency in Microsoft Office Suite
- 4.3 At least five (5) C.X.C. or G.C.E. Ordinary level passes, including Mathematics and English.
- 4.4 Advanced Level passes would be an asset.

5.0 KEY RELATIONSHIPS:

- 5.1 Reports to: Heads in departments in areas such as Academic and Student Services, Human Resources and Quality
- 5.2 Works with: Executive management team/Heads of Departments, Line Supervisors, general staff and students, visitors
- 5.3 Communicates with: All internal and external stakeholders, agencies and Institutions associated with the work of their Head of Department
- 5.4 Direct Reports: None
- 5.5 Indirect Reports: CEO, executive management

6.0 SUPERVISORY RESPONSIBILITIES:

None

7.0 ACCOUNTABILITIES/OUTPUTS:

Output	How often
Answering phone calls	Immediate response
Responding to emails	Within 24 hours
Handling correspondence	Within 1-2 business days
Drafting and proofreading documents	Within 2-3 business days
Maintaining office supplies inventory	Ongoing
Data entry and management	As required
File organization and maintenance	Ongoing, as needed
Scheduling appointments	Within 1-2 business days
Coordinating meetings	Within 1-2 business days
Drafting routine correspondence	Within 1-2 business days
Distributing incoming mail/packages	Daily, as received
Maintaining an organized office environment	Ongoing
Assisting with special projects	As required

8.0 CHANNEL & MODE OF COMMUNICATION:

8.1 CHANNELS OF COMMUNICATION:

These include

- Face-to-face conversations
- Videoconferencing
- Audio conferencing
- Emails
- Written letters and memos
- Chats and messaging
- Formal written documents
- Virtual Meetings
- Online applications

8.2 MODES OF COMMUNICATION

- Interpretive Communication

- Interpersonal Communication
- Presentational Communication
- Gestural Communication
- Aural Communication
- Visual Communication
- Spatial Communication
- Multimodal Communication

9.0 PHYSICAL AND MENTAL STRAIN

MENTAL DEMANDS

- Requires high concentration on the computer and similar devices.
- Regularly manages tight deadlines
- Regularly coordinates and performs simultaneous activities
- Occasional interruptions by persons and/or by telephone

PHYSICAL DEMANDS

- Regularly works for an extended period of time in a seated position, sedentary work
- Regularly exposed to rays from computer monitors that may lead to eye strain
- Rarely lifts and moves heavy objects weighing more than 5kg

10.0 WORK ENVIRONMENT

- Exposed to radiation from the computer

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organization's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties

assigned by the Officer of assignment- Example: Academic or Student Services or Human Resources or Quality or duly authorized office/Officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee's Name
(Please print)

Employee's Signature

Date