



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Executive Assistant

Revised: July 23rd 2025

Position Number: 102

Department: Office of the Chief Executive Officer

Reports to: Chief Executive Officer

Approved by: Board of Directors

Date: February 23rd 2024

1.0 JOB SUMMARY:

The Executive Assistant provides facilitative and strategic support to enable the effective and efficient functioning of the Office of the Chief Executive Officer (CEO).

A multi-tasker, work is largely administrative and project-based and includes the preparation of reports and presentations to be disseminated to varied clientele and customers of the organization. The incumbent contributes to the overall productivity of the Office of the CEO and organization, stays abreast of information relative to the office, maintains appropriate databases of external stakeholders, screens and responds to correspondence, is especially discrete in handling sensitive and delicate information, and schedules meetings, appointments and travel arrangements of the CEO.

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Works with the Chief Executive Officer in the planning, coordination, implementation, monitoring and review of the operations of the Office in fulfillment of its corporate objectives and mandate.
- 2.2. Supports the planning, coordination, and execution of special projects, initiatives, and events undertaken by the Chief Executive Officer, ensuring deadlines are met and objectives are achieved.
- 2.3. Maintains and coordinates the Chief Executive Officer's calendar ensuring the fulfillment of all scheduled appointments, meetings, visits and commitments.
- 2.4. Arranges and coordinates executive-level meetings, conferences, and events, including logistics, venue selection, agenda preparation, and materials distribution.

- 2.5. Prepares for delivery by Chief Executive Officer, finished forms of speeches, press information/releases, notes, documents and lectures and provides reports, data and analysis in support of these events.
- 2.6. Communicates with the Marketing Department to ensure that special and high profile meetings and visits are coordinated and undertaken with keen adherence to established protocols and procedures.
- 2.7. Coordinate domestic and international travel arrangements for executives, including the CEO, makes flight bookings, hotel accommodations, visa processing, and ground transportation. Anticipates and resolves travel-related issues or changes efficiently to ensure smooth travel experiences.
- 2.8. Handles and prioritises incoming communications, such as emails, phone calls, and correspondence, and draft responses not requiring the direct input of the CEO.
- 2.9. Receives callers in person or by telephone, assists those seeking information and expeditiously resolves matters not requiring the personal attention of the CEO.
- 2.10. Develops and maintains a records management system, inclusive of confidential records and documents, for retrieving, storing and archiving following relevant guidelines.
- 2.11. Liaises with Managers and Heads of Departments to ensure that decisions taken at meetings are implemented within the timeframes and deadlines established by the Chief Executive Officer.
- 2.12. Collaborates closely with all management and other staff, all Tobago House of Assembly (THA) Divisions, other stakeholders and visitors of the organisation to maintain positive relationships and ensure the efficient flow of information.
- 2.13. Attends meetings and takes notes/minutes as required.
- 2.14. Maintains stationery, office and hospitality supplies of the office.
- 2.15. Liaises and coordinates with the Maintenance and Information Technology (IT) Departments to ensure that routine maintenance and IT checks are conducted at the Office of the CEO and reception and visitors' areas.
- 2.16. Supervises and reviews the performance of the support staff of the Office of the Chief Executive Officer.
- 2.17. Maintains continuity of office operations during absence of the Chief

Executive Officer and arranges the efficient and timely dispatch of functional matters to relevant Managers and Heads of Departments.

- 2.18. Undertakes additional duties and responsibilities incidental to and commensurate with the job.

3.0 COMPETENCIES

3.1. CORE

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

3.2. TECHNICAL

- Proficient in managing complex calendars and schedules, including coordinating appointments, meetings, and events
- Advanced skills in creating, formatting, and editing documents, presentations, reports, and spreadsheets
- Proficiency in using various communication technologies: emails, instant messaging platforms, video conferencing software
- Familiarity with travel management platforms and expense management systems
- Records Management and information security skills: Digital and hard copy (cloud storage platforms, share point or G Suite).
- Strong research skills: conduct comprehensive research on various topics, summarize findings, and present them in a concise and organized manner.
- Familiarity with project management tools
- Excellent command of Microsoft office suite applications
- Ability to work under pressure and focus on results
- Proactive, dynamic people and team player
- Ability to establish and maintain effective working relationships with all internal and external stakeholders
- Ability to network with various interest and other groups and stakeholders
- Customer focused acumen and orientation

3.3 LEADERSHIP

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1 Possession of a Bachelor degree or equivalent in Management from a recognized educational institution.
- 4.2 At least three (3) years' work experience in a similar capacity.
- 4.3 Certification and experience in Project Management would be an asset

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Chief Executive Officer
Works with: Executive management team/Heads of Departments, Line Supervisors, general staff and students
- 5.3. Communicates with: Business community, Tourism and Hospitality agencies, Food and Beverage agencies, accrediting and awarding bodies and assessors and students All external stakeholders, agencies and institutions, locally, regionally and internationally
- 5.4. Direct Reports: Driver/ Courier
- 5.5. Indirect Reports: All Board of Directors Committee members,

6.0 SUPERVISORY RESPONSIBILITIES:

The position provides guidance support to other support staff at the Office of the Chief Executive Officer. There is considerable latitude for independent judgment and action, with assignments reviewed by the Chief Executive Officer.

7.0 ACCOUNTABILITIES/OUTPUTS:

OUTPUTS	
Outputs	How Often
Roll-out of decisions for Committee members of the Board, Executive Managers, general staff	Monthly
Scheduling of projects and workload in order of priority	Daily
Drafting of documents from their knowledge or note-form and verbal outlines	Daily

Coordinating special events and meetings on behalf of the Chief Executive Officer	As required
Preparation for Heads of Department, Board Sub-Committee Meetings (dispatching of correspondence, documents, agenda and Minutes)	Monthly
Taking of minutes at Board Sub-Committee Meetings	Monthly
Attending other meetings	As required
Organising statutory meetings with external stakeholders and special interest groups	Quarterly
Efficient retrieving and dispatch of correspondence	Daily
Upkeep of digital and manual logs for correspondence and visits to the Office of the CEO	Daily
Use of discretion and absolute reserve in the face of confidential or private matters	Daily

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
- Linguistical or Alphabetic Communication
- Gestural Communication
- Aural Communication
- Visual Communication

- Spatial Communication
- Multi-modal Communication

9.0 PHYSICAL AND MENTAL STRAIN

MENTAL DEMANDS

- Requires high concentration on the computer and similar devices.
- Regularly manages tight deadlines brought about by project demands
- Regularly coordinates and performs simultaneous activities
- Occasional interruptions by persons and/or by telephone
- Occasionally provides emotional support to others

PHYSICAL DEMANDS

- Regularly walks to a significant degree between offices
- 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
- Occasionally travels to complete work activities
- 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 organisation'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 Chief Executive Officer or duly authorised 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.

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Employee's Name
(Please print)

Employee's Signature

Date