



JOB FAMILY – Administration & Operations

Job Name	Administrative Assistant/Clerk/Clerical Assistant
Job Code	ADM01/08
Job Summary	Responsible for providing administrative/clerical support to a specific department, team, office or school.
Main Accountabilities	<ul style="list-style-type: none"> • To provide administrative support for the relevant department such as: <ul style="list-style-type: none"> • Maintaining files or folders in good order • Ensuring a sufficient supply of forms, working documents and office supplies, and refreshments. • Processes paper work for Support Staff and EA interviews and related matters • To assist with typing and word processing work. • To answer or appropriately direct telephone enquiries. • To sort and distribute incoming mail and deal with outgoing mail and/or courier packages.
Typical reporting relationship	Office Manager, PA
Minimum typical education	Form 5 or above or Office Administration course or equivalent.
Minimum typical experience	1-2 years administrative support experience.
Core Professional / Technical Competencies required	<p><u>Abilities</u></p> <ul style="list-style-type: none"> • Proficiency in MS Word, Excel and Other Microsoft Applications • Ability to follow established standards • Fluency in oral, written English, Cantonese (desirable). • Applies competent office administration skills • Excellent interpersonal skills. • Excellent organisational skills. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • Applies good understanding of school's or department's major functions, work methods and procedures and their interrelation with other department's responsibilities and activities. • Applies basic knowledge of ESF's organisation and familiarity with key personnel. •
Core Soft / Transferable Competencies required	<ul style="list-style-type: none"> • Collaboration • Communication • Result Orientation • Planning and Organising Work • Customer Service
Development / Training to support job competencies	<p><u>Development activities</u> To be negotiated as part of the performance management process</p> <p><u>Relevant courses</u> To be negotiated as part of the performance management plan</p>
Notes:	