



## JOB DESCRIPTION

The Authority is an Equal Opportunities Employer

<i>Position:</i> <b>Clerk</b>
<i>Reporting as necessary to:</i> Senior Manager (Corporate Services) or as delegated by the CEO
<i>Subordinates:</i> N/A
<i>Scope:</i> The post calls for a person who can perform as part of a team and in observance of professional ethics and adherence to management policies, ensures the timely workflow delivery in a fast-paced, high-profile work environment. The job holder is expected to ensure the smooth running of <b>clerical, reception</b> and <b>customer care</b> support services to OHSA operations and show self-initiative, be self-disciplined and self-motivated.
<i>Status:</i> Full time (40-hour week)
<i>Duration of Contract:</i> Indefinite - Probationary period: Six (6) months

### ***Duties & Responsibilities:***

The appointed employee shall be required to:

- Offer general clerical support to the department as and where allocated
- Operate front office counter, answer queries by telephone, email and handle complaints in a professional manner
- Collect and pay cash and be responsible for such collection and payments and for the keeping of relative records
- Keep records of the receipt and issue of stores and be responsible for such receipts and issues
- Operate office machinery and undertake minor mechanical office work
- Raise and issue Purchase Orders
- Prepare and issue payments to suppliers in line with the Finance Policy
- Carry out reconciliations on bank and supplier statements, effect payment to suppliers and other payments, as authorised from time to time
- Maintain documentation in a proper and organised manner
- Draw up data and documentation for reporting purposes as directed by the line Manager or as delegated
- Deal with requests and seek quotations for the purchase of goods and services requested by Management by using the appropriate templates and channels
- Assist as required in the opening, publication, evaluation and award of Calls for Quotation/Tender
- Ensure minimum stock levels of items used at the Authority and ensure a controlled issue of these items - Proper care shall be exercised to ensure that the quantities requested match exigencies of the Entity
- Ensure that all goods and services delivered are in accordance with the request for purchase and immediately report any differences to the line Manager
- Update inventory ensuring that all asset inventories are compiled and maintained



- Attend to filing and other clerical responsibilities assigned by the line Manager/Senior Manager (Corporate Services)
- Participate in all training identified by management for the further development of one's work-related skills
- Respectfully take direction from Senior Management
- Follow Policy, SOPs and any other Management directives
- Forward to the line manager any amendments or suggestions for improvements with regards to existing procedures
- Be attached as and when required to professional or technical offices for clerical and other accounting duties
- Perform clerical and any other support duties as may be assigned by the Authority.

This *Job Description* may be changed from time to time to reflect the changing situation of the Authority after consultation with the jobholder.

***Qualifications, skills and experience required:***

▪ ***Qualifications:***

Applicants must be in the possession of 6 MATSEC (Grades 1-5) or GCE Certificates (Grades A - C) at MQF Level 3, which should include Maltese, English, Mathematics and IT Office Skills, or a full MQF Level 3 VET qualification in 6 subjects which must include Maltese, English, Mathematics and IT Office Skills as separate study units within the course pursued, or a recognised, appropriate, comparable qualification; AND

Proficiency in the Maltese and English languages, both verbally and written (Level B2 of the Common European Framework of Reference for Languages), or equivalent.

IT Office Skills include any successfully completed IPS/ECDL/NCFHE accredited course at MQF Level 3.

▪ ***Skills:***

The following skills and attributes are required:

- Strong interpersonal skills, in particular the ability to be assertive
- Strong analytical and reasoning abilities
- Accurate in figures
- Ability to plan, prioritise and organise work for self
- Ability to work under minimum supervision
- Trustworthy, flexible and adaptable
- A quick learner

▪ ***Experience***

Due consideration will be given to applicants who, besides the requisites indicated above, have proven relevant work experience particularly in **Office, Reception and Customer Care** environments. A valid Driving Licence B (Manual and Automatic) would be considered an asset.



**Appointment:**

The successful applicant shall normally be assigned work according to selected candidate's area of competence but may be deployed to other sections within OHSA in accordance with exigencies of the service.

**Conditions of Employment:**

The OHSA's Collective Agreement (CA) shall regulate all matters relating to conditions of employment.

**Gross Annual Salary:**

As per OHSA Collective Agreement (CA) 2022-2026 scales, the adjusted\* entry salary for the position in 2024 stands at €19,071. All figures are inclusive of COLA. Overtime, according to the exigencies of the Authority's service, shall be paid at rates established by the CA.

\*(as adjusted OPPS, IRU 30 January 2024 11:36)

Any allowances to which the employee may be entitled, shall be paid according to the CA. The CA also provides eligible applicants access to a Continued Professional Development fund. A uniform will be issued in accordance to office attire required for the post.

This position offers an opportunity for competitive advancement with the next level in structure being the post of *Management Support Executive*.

***Concurrent Issue of this vacancy:***

*If recourse to issue an Expression of Interest and/or Public Notice (following Jobsplus procedure as per ETS Act) is eventually taken, mention is made that available vacancies are filled on the basis of the internal call result and, when exhausted, through the Expression of Interest and/or through Jobsplus procedures, as applicable. Extract from Manual for Public Sector Entities: Delegation of Authority to effect Recruitment, Promotions and Industrial Relations – Section 3.6(ii)*

The website address and email address of the receiving entity for this post:

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