



CARIBBEAN COURT OF JUSTICE

JOB DESCRIPTION

Position Title:	INFORMATION ASSISTANT
Department:	Communication & Information
Unit:	Protocol & Information
Reports Directly To:	Senior Protocol & Information Officer
Reports Indirectly To:	Communications & Information Manager
Directly Supervises:	N/A

Position Objective:

To support the efficient functioning of the Communications and Information Department in its delivery of excellent communication to its stakeholders and by following up to ensure the achievement of the Department's performance metrics.

Key Duties and Responsibilities:

- Participates in the development of strategies and methods of reaching diverse groups of stakeholders.
- Assists in packaging and disseminating appropriate information about the Court to employees and guests of the Court.
- Maintains a database of communication assets and publications used in, or by, the Department and recommends replenishment when necessary.
- Assists with the processing, storing and retrieving of records and documents in accordance with the Court's records management policies and procedures.
- Assists with the provision of protocol services, as may be required
- Assists in the creation of content, including print, audio and video, for use in communications activities by the Department.
- Assists with the planning and co-ordination of conferences, projects, meetings, tours and official visits, and events as directed.
- Assists with the dissemination of information to stakeholders.
- Serves on, and contributes to, Court-related committees, as required.
- Assists in maintaining and publicizing the Court's gift shoppe.
- Tracks initiatives, follows up with staff members to ensure timely delivery; and updates the department's dashboard under the direction of the Communications & Information Manager.
- Provides mid-level administrative and clerical support inclusive of drafting of memoranda, reports and correspondence.
- Performs any other related duties as assigned from time to time.

Required Knowledge, Skills and Abilities:

- Good knowledge of civics.
- Knowledge of the CARICOM region and its Court Structure.

- Knowledge of office practice and procedures.
- Excellent public relations and telephone skills.
- Excellent interpersonal and communication (oral and written) skills.
- Excellent customer service skills.
- Good analytical and problem solving skills.
- Detail oriented.
- High standard of computer operating efficiency in the Microsoft Office Suite and internet search engines with the ability to learn new software applications.
- Demonstrated ability and excellent knowledge of telephone etiquette.
- Ability to operate standard office equipment such as calculator, personal computer, copy machine, fax machine, and multi-line telephone.
- Ability to be patient, tactful and diplomatic.
- Ability to work in a team, and demonstrate the highest level of professional integrity, respect and diplomacy for colleagues and others.
- Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- Ability to use initiative appropriately on the job.
- Ability to maintain confidentiality at all times.

Minimum Qualifications, Experience and Training:

- An Associate's Degree in Business or Communications.
- At least two (2) years of experience in a similar position in the public or private sector.
- Certificate/Diploma in Graphics Art, Web Design or Visual Communication Design.
- Knowledge of Dutch, French or Spanish will be an asset.
- A Bachelor's Degree in Business, Management or Communications would be an asset.

SALARY: US\$1,883 (Free of Taxes)