

## CARIBBEAN COMMUNITY SECRETARIAT

### STAFF VACANCY

#### DETAILS OF THE POST OF CLERK, TRAVEL UNIT

Applications are invited from interested and suitably qualified nationals of Caribbean Community (CARICOM) Member States and Associate Members of the Caribbean Community to fill the abovementioned position in the Caribbean Community Secretariat with assigned duty station in Guyana.

#### **2. FUNCTIONS OF THE POST**

Under the direction of Project Officer, Travel Unit, the incumbent provides travel related services that meet the needs of internal and external stakeholders in compliance with the Secretariat's travel policy, financial regulations and airline regulatory requirements.

#### **3. QUALIFICATIONS AND EXPERIENCE**

Candidates should possess five (5) subjects GCE 'O' Levels/CXC Grades 1 and 2 including English Language and Mathematics **plus** at least five (5) years of relevant and equivalent level experience as a Travel Consultant or Reservations/Ticketing agent working in one or more of the following:

- Travel Agency
- Travel Unit/Department

Specialised training and good working knowledge in:

- Global Distribution System (GDS) preferably Sabre or Amadeus.
- The Travel Industry.
- MS Office and on-line hotel and airline booking sites and procedures.
- Interpersonal and Customer service.
- Oral and written communication.

#### **4. DUTIES AND RESPONSIBILITIES**

Under the direction of the **Project Officer, Travel Unit** the **Clerk, Travel Unit** will be required to:

- a) **ACTION** hotel accommodation requests using the Global Distribution System (GDS)/internet or by liaising directly with approved hotels, external meeting coordinators or other service providers.
- b) **DISTRIBUTE** records of Hotel Accommodation to clients. /...

- c) **ASSIST** with processing flight reservations and ticketing as necessary using the Global Distribution System (GDS)/internet or by liaising with approved travel service providers under the guidance of the Administrative Assistant/Project Officer Travel.
- d) **PROCESS** enquiries relating to hotel accommodation; research accommodation options in compliance with approved standards and per diem.
- e) **REQUEST** tax exemptions letters from HRM as necessary and submit to travel service providers.
- f) **COMPILE** flight arrival/departure details and submit to the Transportation Desk for the processing of local airport transfers; **CONFIRM** and **CROSS-CHECK** against e-tickets issued.
- g) **UTILISE** the corporate credit card for room guarantee/approved pre-payments ensuring that charges are logged in the database; **VERIFY** and **RESPOND** to the Project Officer, Travel Unit regarding queries on charges appearing on the credit card statement; **SOLICIT** authorization from Project Officer, Travel Unit/Director-Finance for requests to use other than as agreed.
- h) **UPDATE** all records in the database with relevant data.
- i) **MAINTAIN** electronic/hard copy filing in accordance with agreed standards.
- j) **RESPOND** to and/or follow up on customer queries.
- k) **REQUEST** quotations from service providers to facilitate preparation of Purchase Orders. **DISPATCH** copies of approved Purchase Orders to internal and external service providers.

**In addition to the Activities outlined above, the incumbent is expected to perform other related duties as assigned.**

#### **5. EMOLUMENTS AND BENEFITS**

An attractive remuneration package will be offered.

#### **6. RECRUITMENT AND APPOINTMENT**

Appointment will be on contract or on secondment from a Public Service or a statutory body of a Member State or approved regional organisation. It will be subject to such regulations, rules, orders and instructions as exist and as may be introduced from time to time in respect of service with the Secretariat. This position does not enjoy transfer to or repatriation from Guyana.

#### **7. LEAVE**

The officer will be eligible for the grant of vacation leave at the rate of fifteen (15) working days a year and a leave grant after every twelve months of service in respect of the officer, spouse and up to two dependent children.

/...

**8. GROUP HEALTH AND LIFE AND ACCIDENT INSURANCE**

The officer will be required to participate in the Secretariat's group health and group life and accident insurance schemes. With respect to the health scheme, the officer will contribute twenty-five per cent of the premium. The life and accident insurance scheme is non-contributory.

**9. SUPERANNUATION**

An officer on contract shall, subject to his/her services being satisfactory and having completed at least six (6) months of the contractual term of employment be eligible for the payment of a gratuity. The gratuity shall be at the rate of twenty per cent of the officer's basic salary, calculated for each day of completed service and shall be payable at the end of the officer's contractual period (including for this purpose any period of extension or approved leave). Where the appointment is on secondment, the Secretariat will pay to the officer's substantive employer, over the period of secondment, a contribution not exceeding twenty-five per cent of the pensionable salary normally payable to the officer by that employer so as to maintain the pensionable status of the officer in the substantive employment.

**10. APPLICATIONS**

Applications in English Language with full curriculum vitae details, including nationality, date of birth, work experience, educational qualifications, summary of professional skills and/or expertise, language proficiency, list of professional publications, coordinates (including email addresses) of three referees (at least two of whom must be familiar with the applicant's work), and other relevant information, should be addressed to:

**Human Resource Management  
Caribbean Community Secretariat  
Turkeyen, Greater Georgetown, Guyana  
and sent by email to [applnhrm@caricom.org](mailto:applnhrm@caricom.org)**

- 11.** This position is open to nationals of CARICOM Member States and Associate States residing in the country of the duty station.
- 12.** Applicants **must** complete the **Profile Summary Form** included with the website notices.
- 13.** The deadline for the submission of applications is **28 January 2018**.