

HEAD ADMINISTRATOR RESEARCH/CUSTOMER SERVICE

JOB SUMMARY:

The incumbent will lead the administrative arm of the NSDP with particular emphasis on customer service and satisfaction.

KEY DUTIES AND RESPONSIBILITIES:

- Assist with guidelines, standards, policies and procedures to ensure that an effective customer feedback system is properly maintained and administered.
- Conduct audits on systems particularly with regard to customer service throughout Trinidad and Tobago.
- Monitor feedback from customers on satisfaction during and after project implementation.
- Assist in the development of Public Awareness Programme relevant to the activities of the NSDP including development of promotional material.
- Direct the research function and the smooth and timely flow of information throughout the process.
- Liaise with the project implementation agencies to monitor and report on expenditure in relation to project implementation and relevant budgetary allocations.
- Liaise with the Social Services delivery divisions in the MSDFS to coordinate service and delivery.
- Assist in ensuring that contracts are prepared in a timely and accurate manner.
- Receive and monitor claims for payment filed by Regional Coordinators.
- Prepare reports and other documents relevant to the proper management of the Programme, under the guidance of the National Director.
- Organize programmes, events or conferences by arranging facilities and catering, issues information and/ or invitations, coordinating presenters and managing event budget.
- Assists National Director in managing procurement and inventory.
- Coordinate and manage meetings, prepares agenda as directed by the National Director, reserve and prepare facilities, records and transcribes minutes of meetings.
- Manage the office Clerical and manipulative staff and filing system.
- Assists the National Director and Deputy National Director in strategic meetings inside and outside the Ministry.
- Ensure the accuracy and timeliness of statistical reports and budgetary information prepared by the NSDP.

- Ensures timely and accurate management reporting such as Work in Progress and Contractor Completion Rates.
- Report for emergency/urgent duty
- Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

- Strong communication and report writing skills
- Ability to work in Microsoft Office Suite
- Excellent management and supervisory skills
- Strong organizational and interpersonal skills
- Strong team leading skills
- Good human relations skills

MINIMUM QUALIFICATION AND EXPERIENCE

- Degree in Management or other related field.
- At least three (3) years in managing relationships with utility agencies or similar organisation
- Experience in managing projects of a similar type including field work.
- Any relevant combination of qualification and experience.