

JOB DESCRIPTION

Job Title	Junior Clerks (Casual)
Grade	Periodical Clerk
Report To	According to the exigencies of the service

MAIN JOB PURPOSE

This position is concerned with the carrying out of any type of clerical and related tasks such as data input and / or processing, customer handling, filing, record keeping, assistance to Managers, updating of records and other similar / related tasks.

MAIN DUTIES & RESPONSIBILITIES

Key Responsibilities	Key Elements
Main Responsibilities	<ol style="list-style-type: none"> 1. To operate office equipment such as photocopiers, binders, etc.; 2. To assist staff in mailing duties like preparing, packing and sorting outgoing mail; 3. To deliver and collect mail, documents and small packages; 4. To ensure that items are delivered to the intended recipient; 5. To assist in the preparation of other material connected with the organization and co-ordination of administrative and other programmes within the Transport Malta; 6. To answer phone calls and route them properly; 7. To provide support, as required to the other members of staff; 8. To perform office activities under the direction of the superior; 9. The list is not exhaustive and management may change or add tasks if and when required and according to the exigencies of Transport Malta and its subsidiaries.
General Operational Management <i>(If applicable)</i>	<ol style="list-style-type: none"> 1. To provide support to the superiors as required; 2. To carry out duties responsibly; 3. Carrying out routine daily tasks according to policies, procedures or instructions; 4. Dealing with difficult customers; 5. Supervising other junior employees; 6. Providing assistance to colleagues as required; 7. Choosing between alternative options as per established procedures / instructions; 8. Following up on own tasks assigned.
Team Leadership Management <i>(If applicable)</i>	N/A

Key Responsibilities	Key Elements
Quality Assurance	1. To ensure that duties are carried out efficiently and in a timely manner.
Internal Relations	1. To have a good working relationship with all staff.
External Relations <i>(If applicable)</i>	1. To provide a high level of service and support throughout.
Other/s	1. To perform any other reasonable duties that maybe assigned from time to time and according to the exigencies of the service.

Tasks and duties of the job holder are not limited to the above listed and employee may be required to assist other employees/departments or requested to perform other/different duties from time to time as the need may be.

Key Decision Making Areas <i>(If applicable)</i>
N/A

Key Performance Indicators (KPIs) <i>(If applicable)</i>
N/A

PERSON SPECIFICATION - *The qualifications, experience, skills and other attributes required by the job holder.*

Essential
<p>6 "O" levels including English, Mathematics and Maltese</p> <p style="text-align: center;">OR</p> <p>2 years clerical experience in an office environment</p> <p style="text-align: center;">OR</p> <p>1 year experience working within the Transport Sector.</p> <ul style="list-style-type: none"> • Good level of education, preferably beyond secondary level of education or equivalent; • Good communication, writing and interpersonal skills.