

JOB DESCRIPTION OF OFFICE PERSONNEL

A. TYPIST/ COMPUTER OPERATOR:

He/she is the one that types all or most of the documents in an office.

Typist used typewriter (manual or electric) in the olden days, but now type with computer in the modern office. Typist also known as computer operator

B. RECEPTIONIST:

One of the duties of some office personnel is to act as an office Receptionist. It is their duty to greet and attend to customers and the members of the same company.

Their appearance and behavior give customers their first impression of the company and last longer.

C. CLERICAL STAFF:

The following are under clerical staff;

1. Office Assistant
2. Office Clerk

Educational qualifications:

Office clerk must have WASSCE with at least (5) five credits including (English and Mathematics) OND, NCE, NABTEB

Personal Qualifications:

1. He/she must possess senior secondary school certificate examination with five (5) credits in two sitting
2. He/she should dress corporately
3. Must be polite, courtesy and respect others
4. Must be trustworthy

Job Qualifications:

1. Must be punctual to work
2. Must be honest and reliable
3. Must be loyal and hardworking
4. Must have good communication skills

D. TELEPHONIST:

It is the one who operates telephone switch board in an organization.

Qualities of Telephonist:

1. Fast and accurate in typing with speed of 25/50 word per minute
2. He/she must be obedient and loyal.
3. He/she must dress neatly and smartly
4. Must have ability to read and write

Functions of a Telephonist:

1. He/she should effectively operates the switch board
2. Receives and makes outgoing mails
3. Prepares telephone message slip/pad

E. CONFIDENTIAL SECRETARY:

It is a person employed in an organization to deals with corresponding duties to a person or confidential nature and to serve a particular head e.g. Administrative manager, director of finance.

Qualification of a confidential Secretary:

WASSCE, OND, HND, HND, NCE, B SC in secretariat studies plus 120/150 word per minute.

In shorthand and 50 word per minute in typewriting.

Qualities of a good confidential Secretary:

1. Loyalty: He/she must be loyal to both the Boss and Organization in assisting to realize the objectives of the organization
2. High personal standard: He/she should do necessary correction before passing the work to the boss
3. Must dress corporately
4. Must have the ability to express herself or himself fluently in English language and Mathematics