

**Job profile****Date:** 22-01-2018

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**A. BASIC DETAILS**

Establishment post no.	: 63330350
Job title	: Senior Secretary/Management Assistant
Mission	: Panama
Job level	: scale 6
Number of hours	: 40

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The Senior Secretary/Management Assistant provides organisational, secretarial and administrative support to management and staff of the Embassy:

- Provides secretarial support to management and staff;
  - Has considerable seniority and can work largely independently;
  - Has communicative skills and works pro-actively;
  - Acts as a link with the internal organisation and external environment, makes connections, assesses interests and weighs up consequences;
  - Has and actively maintains an administrative network amongst government and related institutions in Panama;
  - Coordinates complex information from various sources;
  - Contributes to compiling management information;
  - Maintains contacts with a view to harmonising processes and procedures.
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**SPECIFIC INFORMATION**

The Senior Secretary/Management Assistant provides secretarial support and additional logistic-administrative support to the management and staff of the Embassy.

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**B.1.1 RESULT AREAS AND RESULTS****1. Secretarial, organisational and administrative support activities**

- Orderly secretariat; coordination and implementation of secretarial (administrative) administration taking into account the set priorities (e.g. efficient calendar/mail management, rapid and correct processing of correspondence, communication via mail and telephone, creates and updates working files);
  - Up to date mailing list / database;
  - Correct and timely completion of ceremonial acts;
  - Correct working translations (EN -> SP);
  - Administrative, logistical and organizational support of general character;
  - Receives visitors;
  - Plays a key role in setting up of appointments, receptions of guests and visitors and both internal and external meetings;
  - Occasionally assists at the counter and in consular matters.
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### **B.1.2 TASKS**

#### **1. Secretarial, organisational and administrative support activities**

- Coordinates and implements secretarial/administrative work, prioritising specific tasks (including calendar/mail management, incoming and outgoing correspondence and telephone communication);
  - Responds to, or coordinates the response to, a wide-ranging variety of questions, requests and calls;
  - Receives and accompanies visitors of the management;
  - Keeps track of the embassy contacts in the database;
  - Manages one or more official e-mailboxes, and assists in managing of social media;
  - Acts as a link or contact with the internal organisation and external environment;
  - Organises events (receptions and other events);
  - Diverging administrative work (of management) (declarations of business trips, takes care of presents given to business acquaintances by management, administration official cars);
  - Receives and speaks to visitors, plays a key role in connection with appointments, the reception of guests and visitors, and meetings, both internal and external;
  - Creates and updates working files in online working environment 24/7 Plaza;
  - Organizes business trips inside and outside Panama of the management team;
  - Coordinates and implements the organization of visits from official delegations (hotel reservations and appointments);
  - Provides information with respect to general and procedural content and administrative and organizational processes.
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**2. Responsible for diverging ceremonial acts, amongst others:**

- Registers new employees and their family members at the Protocol department of Foreign Affairs, obtains residence permit, driver's license and carnet diplomático;
- Takes care of the administration for the custom clearance of cars for the embassy and the employees, including the household effects of the employees and requesting the (diplomatic) license plates.

**3. The Senior Secretary/Administrative Assistant translates (ENG -> SP) for the management when necessary**

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**B.2 FRAMEWORK**

- Internal secretarial/administrative procedures and regulations
  - Assessment based on the quality of secretarial, organisational and administrative support work
  - How duties are performed is left largely to the senior secretary/administrative assistant to determine
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**B.3 CONTACTS**

- Acts as contact/link, makes arrangements relating to administration and processes, and coordinates work with regard to the provision of services;
  - Maintains internal and external contacts regarding the implementation and progress of tasks, provides explanations and support, and exchanges information.
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**B.4 KNOWLEDGE AND SKILL REQUIREMENTS**

- Skilled in Windows-driven MS Office programs such as Word and Excel, Outlook (Including contact database);
- Skilled in SAP, working in a cloud and with archiving software;
- Knowledge of and a minimal of five years of experience in management assistance methods, secretarial work and general secretarial/administrative procedures and regulations;
- General knowledge and understanding of current (related) policy areas and processes, and knowledge of standard documentation and archiving techniques;

- Understanding of Panamanian civil service and political interests and sensitivities, of primary processes and of administrative, organisational and functional relationships;
  - Skilled in and a minimal of five years of experience in operating as a link with third parties (external and foreign relations) at senior political and official level;
  - Skilled in collecting and interpreting data and compiling management information;
  - Skilled and experienced in in secretarial/administrative work, and in coordinating complex information flows and processes from various sources, weighing up consequences, interests, priorities etc;
  - Communication skills.
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## **B.5 COMPETENCES**

- Integrity
  - Initiative
  - Customer directed
  - Quality directed
  - Planning and organizing
  - Cooperation
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## **B.6 LEVEL OF EDUCATION / ADDITIONAL TRAINING AND KNOWLEDGE**

- Secondary vocational level (NL: MBO or Panama: diploma)
  - Fluent in Spanish and English, Dutch is an asset
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## **C. WORK ENVIRONMENT**

### **C.1**

The Embassy in Panama promotes the Dutch economic and political interests in Panama. Panama is a fast growing, small and open economy with an important strategic role in the international trade because of the Panama Canal. The Canal is mainly used to serve as a transit. However, in the past years Panama has increasingly got a distribution and depository function in the Latin-American countries and the United States, and Dutch companies invest in these facilities as well. Besides, Panama has turned into a regional hub in aviation because of its central location and enterprising national airline company. The current safety situation is good for Latin-American standards, without many visible security measures in

place. A combination of these and other factors transforms Panama in an ever attracting location for regional head offices of companies and international institutions.

The Netherlands has been represented in Panama with a small embassy since December 2011. Aruba, Curacao, Saint Martin and the islands of the Dutch Caribbean all have an important relationship with Panama as well, or will develop this in the upcoming years. The embassy will take a pro-active role in this.

## **C.2**

The Embassy is based in Oceania Business Plaza, a tower in the business centre of Panama. The Embassy team exists of the management (CdP, plv. CdP), ILO, police attaché, two Economic Officers, an operational manager, part-time assistant ILO, a driver/General Affairs assistant and two interns. Furthermore, a cleaning lady is taking care of the cleaning of the embassy on a daily basis and there is a security guard, both externally hired.

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## **D. STAFF MEMBER PROFILE**

A communicative employee who keeps oversight, with a sense for diplomatic protocol, good at planning and organizing, good at working with different information systems, an employee who is not afraid to give a clear advice and/or opinion to management and who is flexible and friendly.

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## **CONTACT**

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