

JOB DESCRIPTION

Position: *Support Staff*
Reports to: *Office of the Chief Executive Officer*

1. BASIC FUNCTIONS

The Climate Action Authority is the first of its kind, and we know our excellence depends on our staff. Our leadership needs a Support Staff to assist in the delivery of our services.

2. POSITION OBJECTIVES

- To ensure that assigned duties are performed and fulfilled in accordance with the aims and objectives of the Authority.
- To contribute towards the objectives of the Authority through effective and efficient planning and fulfilling of assigned duties.

3. DUTIES OF SUPPORT STAFF

The Support Staff is responsible for the satisfactory performance of the duties in Annex A.

4. ORGANISATIONAL RELATIONSHIPS

4.1 Structural

Responsible to the Chief Executive Officer.

The Support Staff may be required to coordinate teams within the Authority to work on specific tasks or projects and thus be responsible for one or more other staff members.

4.2 Authority

The Support Staff has the authority to take any reasonable action consistent with position objectives and responsibilities and subject to any direction given by the Line Superior or their representative.

4.3 Responsibility

The Jobholder is responsible for the satisfactory performance of all the above duties.

The Jobholder shall foster, promote and contribute to a culture of work ethic and service to the public.

4.4 Accountability

The Support Staff is accountable for all the duties undertaken. The performance and effectiveness of the appointee will be gauged by considering the following:

- initiative and innovative spirit shown;
- quality of the service provided.

4.5 Cooperation and Teamwork

The Support Staff shall contribute to a culture of cooperation, collaboration and teamwork within the Authority.

4.6 Supervision

The Support Staff will receive directives from the Line Superior or their representative.

5. ELIGIBILITY REQUIREMENTS

5.1 Qualifications

The applicant must be:

- In possession of ECDL or equivalent qualifications;
- Proficient in Microsoft Office;
- In possession of a valid driving licence in categories B and B1;
- In possession of a Certificate of Professional Competence (Driver CPC); and
- In possession of Transport Malta Drivers Identification Tag.

The applicant must be able to drive an electric vehicle.

5.2 Experience

Due consideration will be given to applicants who, besides the requisites indicated in paragraphs 4.1 to 4.6, have proven relevant work experience.

5.3 Other

The applicant must have:

- Ability to communicate in Maltese and English languages.
- Familiarity with the local area and traffic patterns.
- Physical ability to lift and carry packages as needed.
- Ability to handle front desk clients.
- Proven work experience as a Receptionist, Front Office Representative, Driver or similar role;
- Hands-on experience with office equipment;
- Professional attitude and appearance;
- Solid written and verbal communication skills;
- Ability to be resourceful and proactive when issues arise;

- Excellent organizational skills;
- Multitasking and time-management skills, with the ability to prioritize tasks;
- Customer service attitude.

The appointment of candidates who are not citizens of Malta may necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

6. OTHER PROVISIONS

6.1 This appointment is subject to a probationary period of twelve (12) months.

6.2 Selected candidates must be of conduct which is appropriate to the post/position applied for. Prior to appointment, selected candidates must produce a Certificate of Conduct issued by the Criminal Records Office or other competent authority not earlier than six (6) months from the closing date of this call for applications, which should be submitted by the selected candidate within one (1) week from the date of the notification of appointment.

6.3 Submission of documentation

With application:

- i. CV
- ii. Covering letter
- iii. Scans of certificates/transcripts and/or testimonials or Jobsplus records or similar supporting work experience.
- iv. Scan of ID Card/ passport

At interview:

- i. Original ID card or passport (for verification)

Prior to signature of contract of employment

- i. Jobsplus/Identita' (Identity Malta) permit to work, if applicable
- ii. Certificate of good conduct (original/s)

Annex A

Duties and Responsibilities:

- Greet and welcome guests as soon as they arrive at the office;
- Direct visitors to the appropriate person and office;
- Answer, screen and forward incoming phone calls;
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provide basic and accurate information in-person and via phone/email;
- Receive, sort and distribute daily mail/deliveries;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
- Order front office supplies and keep inventory of stock;
- Arrange travel and accommodations;
- Perform other clerical receptionist duties such as filing of documents, organising, preserving and storing records or documents for long-term reference and use, photocopying, transcribing and emailing;
- Safely operate company vehicles to deliver packages and documents and staff to designated locations;
- Plan and follow the most efficient routes to ensure timely deliveries;
- Pick up items from clients or suppliers as needed;
- Maintain accurate records of deliveries and pickups;
- Ensure the vehicle is well-maintained, clean, and in good working order;
- Adhere to all traffic laws and regulations while driving;
- Be attentive to traffic and weather conditions while staying on schedule and ensuring the safety of passengers;
- Ensure that the speedometer, milometer and other gauges are functional, and report any faults or breakdown to the line superior;
- Keep journey logbook up to date by registering all trips;
- Maintain a safe environment within the vehicle by enforcing rules of conduct and responding to emergencies;
- Take all the necessary appropriate actions regarding collisions, and ensuring the CAA vehicles are only used within office hours, unless authorised otherwise;
- Report accidents, dents and any other damages to the line superior;
- Assist with other tasks as required, including light administrative duties;

The selected applicant may be required to perform overtime which may, in exceptional circumstances, include work at night, on public holidays and on Sundays and be paid at the approved rates

The Support Staff may also be required to carry out any other duty as may reasonably be directed by the Line Superior and or his/her representative.