

## FIREARM LICENSING AUTHORITY

JOB TITLE	<b>EMPLOYEE RELATIONS OFFICER</b>
JOB GRADE	GMG/ AM 4
DIVISION	Human, Resource Management & Development Unit
REPORTS TO	Senior Human Resource Officer
REMUNERATION	\$2,190,302.00 per annum

### **Job Purpose**

- To provide administrative support in the development and implementation of policies and procedures and to assist in the coordination of Human Resources Activities while performing general secretarial support services to facilitate the smooth functioning of the Unit.

### **Key Outputs**

- Reports produced.
- Remuneration documentation prepared accurately.
- Welfare and development needs acted on
- Internal and External deadlines are met.
- Make arrangements as per the Unit's needs.
- Policies and procedures reviewed, and recommendations made.
- communications across the Authority made to ascertain employment needs.

### **Key Responsibility Areas:**

#### **Technical/Professional Responsibilities**

- Processing of Payroll information through the submission of employee compensation and benefits documentation.
- Assist with the monitoring and maintenance of the Authority's Staff List and Travel Registry.
- Takes steps to address the welfare and development needs of staff
- Assist with the recruitment process by administering tests, conducting background checks, organizing resumes and scheduling interviews.
- Assist with the revision of the Authority's Policies and Procedures.
- Provide HR related advice, guidance and support to employees where appropriate.
- Receive, Screen, Evaluate and Respond to all correspondence, reports, memos and miscellaneous documents submitted to the Unit as directed.

- Develops and administers questionnaires with a view of getting specific information which will inform studies, research etc.
- Assist in preparing the Authority's Post Audit for submission to the Ministry of Finance.
- Assist with providing responses to and handling grievance matters.
- Assist with disciplinary matters including investigation.
- Assist in preparing the Authority's E-Census.
- Assist in the development of new and existing job descriptions.
- Conducts interviews with heads of unit as well as staff members to obtain information.
- Maintains the System Staff List.
- Prepares Monthly reports.
- Assist in conducting Training and Development Activities.
- Assist with reviewing of policies and procedures to improve efficiency.
- Conduct Orientation of new hires/transfers.
- Assist in Developing and monitoring the Human Resource Budget.
- Assist with the development of policies and procedures.
- Assist with producing reports from surveys and disseminate to Departments accordingly.

### **Other Responsibilities**

- Perform other related duties as reasonable assigned by the supervisor.

### **Authority (decision the post holder has the power to make or recommend)**

- Access confidential information.
- Provide recommendation for administrative improvement.
- Sign correspondence on behalf of the Manager, Human Resource Management and Development.

### **Performance Standards**

- Documents and correspondences are accurately and neatly typed in accordance with Authority standards.
- Stipulated deadlines are consistently met.
- Files are easy to retrieve.
- Incoming mail received and is processed and distributed to appropriate persons.
- Appointments for interviews and meetings are made and relevant papers and files are prepared.
- Appointment diaries are maintained, and appointments scheduled.
- Tasks are completed accurately and efficiently.
- Attendance and punctuality are consistently good.
- Harmonious relations are maintained with staff members and external contacts.
- Confidentiality and integrity are exercised.

### **Internal and External Contacts:**

#### **Internal Contacts**

<b>Contact</b>	<b>Purpose of Communication</b>
CEO, Divisional Heads and Senior Management	Access and provide information related to the Division's portfolio

### **External Contacts**

<b>Contact</b>	<b>Purpose of Communication</b>
External Clients	To make/confirm appointments on behalf of the Director

### **Working Conditions:**

Work is performed in a standard office environment.

### **Required Competencies:**

#### *Core*

- Good interpersonal skills.
- Shorthand skills of 80 wpm.
- Typing skills of 40 wpm.
- Excellent knowledge of office practices and procedures.
- Good Communication skills, both orally and written.
- Good time management and organizing skills.
- Good knowledge of relevant computer applications.
- Ability to work under pressure and meet tight deadlines.
- Good use of initiative.

### **Minimum Required Qualification**

- Four (4) subjects at GCE O'Level/CXC inclusive of English Language and Mathematics.
- Associates Degree in Human Resource Management, Business Administration, or any related field from an accredited institution.
- Two (2) years' related experience.
- Experience working in a Human Resource environment would be an asset.