



Salaries & Remuneration
Commission
Rewarding productivity

Jaramogi Oginga Odinga University of Science and Technology Secretaries

April 2017



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1. Introduction

1.1. Organisation Design

Jaramogi Oginga Odinga University of Science and Technology (JOOUST) is one of the younger universities in the country. Its recent history dates back to 2009, when Bondo University College, with a student population of only 200 students took over the Bondo Teachers' Training College premises. Bondo University College was established as a constituent college of Maseno University through Legal Order No. 56 of May 11, 2009. .

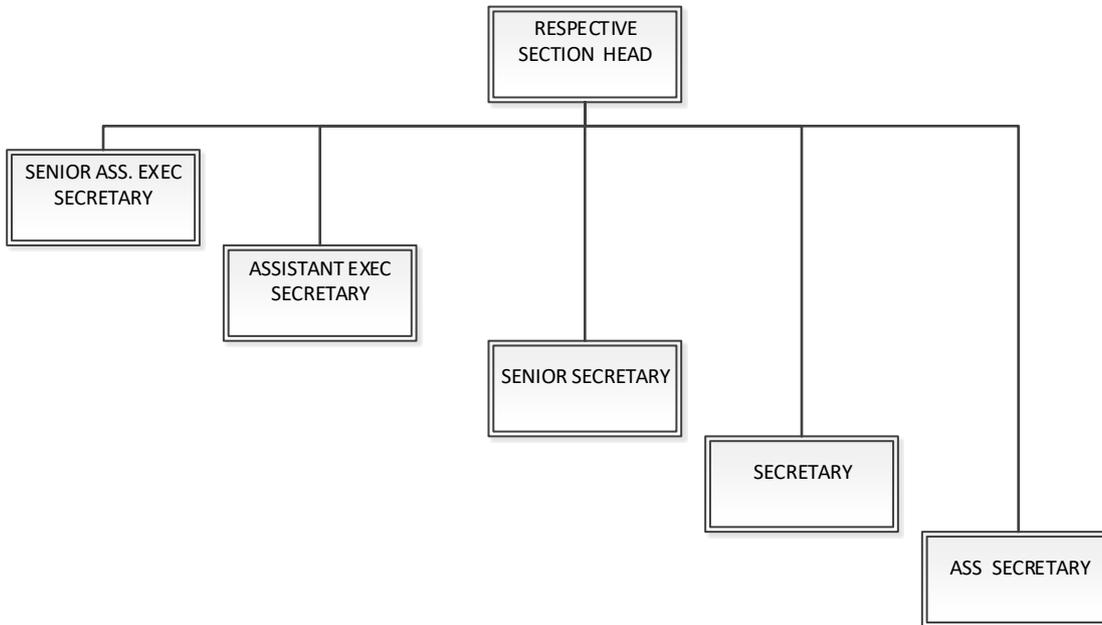
JOOUST was granted a charter on February 13, 2013 by then president Mwai Kibaki making it the 16th public university in Kenya. Over time, the student population has grown to 10,265 as at the beginning of 2016.

Located 70 kilometres west of Kisumu in Bondo Town of Siaya County is the main campus. The university also has three other campuses / Learning Centres; Nambale, Kisumu and Kisii.

JOOUST's vision is to be '**A beacon of excellence and global leader in University Education for sustainable development**' while its mission is to provide quality education that nurtures creativity and innovation through integrated training, research and community outreach for the advancement of humanity.

This job description manual consists of jobs that were analysed in Jaramogi Oginga Odinga University of Science and Technology. It contains job descriptions which are documented from information provided by job holders and validated by their respective supervisors from the job analysis exercise that was concluded in March 2017.

2. Secretariat



2.1. Senior Assistant Executive Secretary II

1. Background Information			
Job Title: Senior Assistant Executive Secretary II	Job Level: JOOUST/SECT/o10	Current Grade: 10	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section head			
Direct Reports: a) Office Assistant b) Copy Typist c) Clerk		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to perform secretarial, clerical and administrative duties to ensure provision of effective and efficient services to the office attached to and the clients who visit it.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Allocate work to and supervise the duties of subordinate staff to ensure that work is carried out appropriately, efficiently and in good time. b) Provide mentorship, training and guidance to office assistants and other subordinates reporting to them on services to be provided and expectations from them all for development in their career.			
Operational Responsibilities: a) Maintain cleanliness and tidiness of the office to ensure that a conducive work environment is maintained at all times b) Manage and maintain office bearer's schedules by use of diaries and workplans for proper planning and organization of work c) Receive visitors both internal and external and determine how best they should be attended to ensure complete customer satisfaction and enhance the university's image			

- d) Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement
- e) Ensure safety of office documents through proper handling and appropriate storage of the same to ensure availability of the same in future for reference
- f) Read and analyse incoming memos, submissions and reports to determine their significance and plan for their distribution to ensure flow of communication within the offices of the university
- g) Maintain an updated filing system for easy access and retrieval of documents in the office
- h) Receive telephone calls and provide appropriate assistance to ensure enhanced flow of information and also to enhance the university's image
- i) Draft correspondences and other documents as will be required at the office occupied to ensure that objectives of the office are met
- j) From time to time, coordinate the itinerary for the office holder and people associated through facilitation of both local and international hotel and flight bookings, transport facilitation all to ensure smooth running of matters pertaining to the office.
- k) In collaboration with other officers plan for and organize departmental and other meetings through confirmation of venue availability, stationery provision and meal planning to ensure that meetings are held without any hitches
- l) Type from manuscripts for future reference and as a means of provision of communication services in the office
- m) Duplication of letters and other documents using reprographic machines to retain records for future use
- n) Manage office float to ensure efficient utilization

4. Job Dimensions:

Financial Responsibilities

Provide input into the preparation of the departmental budget

Responsibility for physical assets

- a) Office equipment e.g. computer, shredder, telephone,, printer
- b) Office furniture e.g. desk, chair, cabinets, safe
- c) Fridge

Nature of decision making

Operational

5. Qualifications Knowledge and Skills:

Minimum level of academic qualifications required to perform effectively in the role

Diploma in Secretarial Studies

Minimum level of professional qualification required to perform effectively in the role

- a) Qualifications in the following subjects as offered by KNEC
 - o Business English III
 - o Commerce II
 - o Office Management III
 - o Shorthand III(minimum 120 wpm) or audio typewriting III
- b) Typewriting 60 wpm
- c) Should have certificates in and be in a position to used word processing,, spreadsheets and database management

Minimum level of knowledge that would be regularly applied to the job
<ul style="list-style-type: none"> a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training b) Computer literacy c) Planning d) Resource mobilisation
Typical soft skills that would be regularly applied to the job (Attributes)
<ul style="list-style-type: none"> a) Communication skills b) Organisation skills c) Ability to work under pressure d) Team building e) Supervisory f) Negotiation skills g) Leadership skills h) Problem solving i) Conflict management
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
Compliance to chapter 6 of the constitution
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
15 years' experience, 3 of which should have been as an assistant executive secretary at Grade 9
7. Problem Solving:
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility i) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity

e) Basic explanation of services to employees of the institution or clients
f) Detailed technical explanation of services or concepts to employees of the institution or clients
g) Simple verbal instructions to other employees within the institution
h) Detailed verbal or written instructions or requests to employees of the institution or contractors
i) Basic e-mail, fax or mail correspondence
j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
a) The role requires the holder to allocate work to subordinates,
b) The role requires the holder to coordinate the work of team members
c) The role requires the holder to supervise/ directly manage subordinates
d) The role requires the holder to provide leadership through subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
The job holder conveys information to people within and outside the department and university
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.2. Assistant Executive Secretary

1. Background Information			
Job Title: Assistant Executive Secretary	Job Level: JOOUST/SECT/o11	Current Grade: 9	No. of Posts: 3
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section head			
Direct Reports: a) Copy Typist b) Clerk c) Office assistant		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to provide secretarial, administrative and clerical duties for effective and efficient services to the office attached to			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Draft correspondences in the office to facilitate effective communication within the office b) Allocate work to and supervise the duties of subordinate staff to ensure that work is carried out appropriately, efficiently and in good time. c) Provide mentorship, training and guidance to office assistants and other subordinates reporting to them on services to be provided and expectations from them all for development in their career. d) Ensure safety of office documents through proper handling and appropriate storage of the same to ensure availability of the same in future for reference e) Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement 			

- f) In collaboration with other officers plan for and organize departmental and other meetings through confirmation of venue availability, stationery provision and meal planning to ensure that meetings are held without any hitches
- g) Read and analyse incoming memos, submissions and reports to determine their significance and plan for their distribution to ensure flow of communication within the offices of the university
- h) Maintain an updated filing system for easy access and retrieval of documents in the office
- i) Receive telephone calls and provide appropriate assistance to ensure enhanced flow of information and also to enhance the university's image
- j) Manage and operate office float to ensure right use of that money
- k) Type from manuscripts for future reference and as a means of provision of communication services in the office
- l) Duplication of letters and other documents using reprographic machines to retain records for future use

4. Job Dimensions:

Financial Responsibilities

- a) Provide input into the departmental procurement plan
- b) Provide input into annual departmental budget

Responsibility for physical assets

- a) Office furniture e.g. desk, chair
- b) Office equipment e.g. computer, photocopy machine

Nature of decision making

Operational decisions

5. Qualifications Knowledge and Skills:

Minimum level of academic qualifications required to perform effectively in the role

KCSE Grade C or its equivalent

Minimum level of professional qualification required to perform effectively in the role

- a) Qualifications in the following subjects as offered by KNEC
 - o Business English III
 - o Commerce II
 - o Office Management III
 - o Shorthand **II**(minimum 80 wpm)
 - o Typewriting 50 wpm
- b) Should have certificates in word processing, spreadsheets and database management

Minimum level of knowledge that would be regularly applied to the job

- a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
- b) Computer literacy
- c) Knowledge of word processing and spreadsheets

Typical soft skills that would be regularly applied to the job (Attributes)

<ul style="list-style-type: none"> a) Communication skills b) Interpersonal skills c) Ability to work under pressure d) Supervisory skills e) Organisational skills
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
Compliance to Chapter 6 of the constitution
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
12 years' experience, 3 of which should have been as a senior secretary at grade 8
7. Problem Solving:
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility i) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Simple verbal instructions to other employees within the institution g) Detailed verbal or written instructions or requests to employees of the institution or contractors h) Basic e-mail, fax or mail correspondence i) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N/A
10. Influence:

Job holder's influence over practices, policies or strategy:

Is expected to come up with suggestions on improved practices

Job holders' influence over subordinates and colleagues:

- a) The role requires the holder to allocate work to subordinates,
- b) The role requires the holder to coordinate the work of team members
- c) The role requires the holder to supervise/ directly manage subordinates
- d) The role requires the holder to provide leadership through subordinates

Job holders' influence over people outside the directorate but within the institution and people outside the institution

The job holder conveys information to people within and outside the department and university

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.3. Senior Secretary

1. Background Information			
Job Title: Senior Secretary	Job Level: JOOUST/SECT/o12	Current Grade: 8	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section head			
Direct Reports: a) Office Assistant b) Copy Typist		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to provide secretarial, clerical and administrative services in order to ensure that services are provided effectively and efficiently to the office attached to and the its external clientele.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Read and analyse incoming memos, submissions and reports to determine their significance and plan for their distribution to ensure flow of communication within the offices of the university b) Manage and maintain office bearer's schedules by use of diaries and workplans for proper planning and organization of work c) Allocate work to and supervise the duties of subordinate staff to ensure that work is carried out appropriately, efficiently and in good time. d) Provide mentorship, training and guidance to office assistants and other subordinates reporting to them on services to be provided and expectations from them all for development in their career e) Welcome visitors both internal and external and determine how best they should be attended to ensure complete customer satisfaction and enhance the university's image f) Maintain an updated filing system for easy access and retrieval of documents in the office 			

- g) From time to time, coordinate the itinerary for the office holder and people associated through facilitation of both local and international hotel and flight bookings, transport facilitation all to ensure smooth running of matters pertaining to the office.
- h) In collaboration with other officers plan for and organize departmental and other meetings through confirmation of venue availability, stationery provision and meal planning to ensure that meetings are held without any hitches
- i) Manage and operate office float to ensure appropriate use of that money
- j) Receive telephone calls and provide appropriate assistance to ensure enhanced flow of information and also to enhance the university's image
- k) Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement
- l) Maintain cleanliness and tidiness of the office to ensure that a conducive work environment is maintained at all times
- m) Ensure safety of office documents through proper handling and appropriate storage of the same to ensure availability of the same in future for reference
- n) Draft correspondences and other documents as will be required at the office occupied to ensure that objectives of the office are met
- o) Type from manuscripts for future reference and as a means of provision of communication services in the office
- p) Duplication of letters and other documents using reprographic machines to retain records for future use

4. Job Dimensions:

Financial Responsibilities

Provide input into the preparation of the departmental budget

Responsibility for physical assets

- a) Office equipment e.g. computer, shredder, telephone,, printer
- b) Office furniture e.g. desk, chair, cabinets, safe

Nature of decision making

Operational decisions

5. Qualifications Knowledge and Skills:

Minimum level of academic qualifications required to perform effectively in the role

KCSE grade C

Minimum level of professional qualification required to perform effectively in the role

- a) Qualifications in the following subjects as offered by KNEC
 - o Business English III
 - o Commerce II
 - o Secretarial Duties II
 - o Office Management III
 - o Shorthand III(minimum 120 wpm) or audio typewriting III
- b) Typewriting 50 wpm
- c) Should have certificates in and be in a position to used word processing,, spreadsheets and database management

Minimum level of knowledge that would be regularly applied to the job

- a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
- b) Computer literacy
- c) Planning
- d) Resource mobilization
- e) Good knowledge of word processing and the use of Excel

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Communication skills
- b) Organisation skills
- c) Ability to work under pressure
- d) Team building
- e) Supervisory
- f) Negotiation skills
- g) Leadership skills
- h) Problem solving
- i) Conflict management
- j) Time management

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

- a) Compliance to chapter 6 of the constitution

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

9 years' experience 3 of which should have been as senior secretary at Grade 7

7. Problem Solving:

Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Detailed written procedures
- e) Detailed technical and/or functional instructions or queries
- f) Basic e-mail, fax or mail correspondence
- g) Detailed e-mail, fax or mail correspondence
- h) Current legislation affecting the job holder's area of responsibility
- i) Factual reports on aspects of the institution such as policy guidelines

Communication/information the job holder needs to carry out in order to perform the job:

<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence k) Drafting of factual reports, presentations, procedure or policy documents or training material
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
<ul style="list-style-type: none"> a) The role requires the holder to allocate work to subordinates, b) The role requires the holder to coordinate the work of team members c) The role requires the holder to supervise/ directly manage subordinates d) The role requires the holder to provide leadership through subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
The job holder conveys information to people within and outside the department and university
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.4. Secretary

1. Background Information			
Job Title: Secretary	Job Level: JOOUST/SECT/o14	Current Grade: 6	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section head			
Direct Reports: a) Office Assistant b) Clerk		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to provide secretarial, clerical and administrative services in order to ensure that services are provided effectively and efficiently to the office attached to and the its external clientele.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Read and analyse incoming memos, submissions and reports to determine their significance and plan for their distribution to ensure flow of communication within the offices of the university b) Allocate work to and supervise the duties of office assistants to ensure that work is carried out appropriately, efficiently and in good time. c) Manage and maintain office bearer's schedules by use of diaries and workplans for proper planning and organization of work d) Welcome visitors both internal and external and determine how best they should be attended to ensure complete customer satisfaction and enhance the university's image e) Maintain an updated filing system for easy access and retrieval of documents in the office f) In collaboration with other officers plan for and organize departmental and other meetings through 			

<p>confirmation of venue availability and stationery provision a to ensure that meetings are held without any hitches</p> <p>g) Receive telephone calls and provide appropriate assistance to ensure enhanced flow of information and also to enhance the university's image</p> <p>h) Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement</p> <p>i) Maintain cleanliness and tidiness of the office to ensure that a conducive work environment is maintained at all times</p> <p>j) Ensure safety of office documents through proper handling and appropriate storage of the same to ensure availability of the same in future for reference</p> <p>k) Draft correspondences and other documents as will be required at the office occupied to ensure that objectives of the office are met</p> <p>l) Type from manuscripts for future reference and as a means of provision of communication services in the office</p> <p>m) Duplication of letters and other documents using reprographic machines to retain records for future use</p> <p>n) Manage office float to ensure efficient utilization</p>
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
<p>a) Office equipment e.g. computer, shredder, telephone,, printer</p> <p>b) Office furniture e.g. desk, chair, cabinets, safe</p>
<i>Nature of decision making</i>
Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE grade C
<i>Minimum level of professional qualification required to perform effectively in the role</i>
<p>a) Qualifications in the following subjects as offered by KNEC</p> <ul style="list-style-type: none"> o Business English III o Commerce II o Secretarial Duties II o Office Management III o Shorthand III(minimum 100 wpm) or audio typewriting III o Typewriting 50 wpm <p>b) Should have certificates in Word Processing, Spreadsheets and Data Base Management packages</p>
<i>Minimum level of knowledge that would be regularly applied to the job</i>

<ul style="list-style-type: none"> a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training b) Computer literacy c) Good knowledge of word processing and the use of Excel
<p>Typical soft skills that would be regularly applied to the job (Attributes)</p>
<ul style="list-style-type: none"> a) Communication skills b) Organisation skills c) Ability to work under pressure d) Team building e) Supervisory f) Negotiation skills g) Leadership skills h) Problem solving i) Conflict management j) Time management
<p>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</p>
<p>Compliance to chapter 6 of the constitution</p>
<p>6. Relevant Experience Required:</p>
<p>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</p>
<p>3 years' experience as Assistant Secretary Grade 5 or equivalent</p>
<p>7. Problem Solving:</p>
<p>Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.</p>
<p>8. Communication:</p>
<p>Communication/information the job holder needs to understand in order to perform the job:</p>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility i) Factual reports on aspects of the institution such as policy guidelines
<p>Communication/information the job holder needs to carry out in order to perform the job:</p>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients

g) Simple verbal instructions to other employees within the institution
h) Detailed verbal or written instructions or requests to employees of the institution or contractors
i) Basic e-mail, fax or mail correspondence
j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
a) The role requires the holder to allocate work to subordinates,
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
a) The job holder conveys information to people within and outside the department and university
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.6. Assistant Secretary

1. Background Information			
Job Title: Assistant Secretary	Job Level: JOOUST/SECT/015	Current Grade: 5	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section head			
Direct Reports: Office Assistant		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to provide secretarial, clerical and administrative services in order to ensure that services are provided effectively and efficiently to the office attached to and the its external clientele.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ol style="list-style-type: none"> Read and analyse incoming memos, submissions and reports to determine their significance and plan for their distribution to ensure flow of communication within the offices of the university Manage and maintain office bearer's schedules by use of diaries and workplans for proper planning and organization of work Allocate work to and supervise the duties of office assistants to ensure that work is carried out appropriately, efficiently and in good time. Welcome visitors both internal and external and determine how best they should be attended to ensure complete customer satisfaction and enhance the university's image Maintain an updated filing system for easy access and retrieval of documents in the office In collaboration with other officers plan for and organize departmental and other meetings through confirmation of venue availability and stationery provision a to ensure that meetings are held without any 			

<p>hitches</p> <p>g) Receive telephone calls and provide appropriate assistance to ensure enhanced flow of information and also to enhance the university's image</p> <p>h) Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement</p> <p>i) Maintain cleanliness and tidiness of the office to ensure that a conducive work environment is maintained at all times</p> <p>j) Ensure safety of office documents through proper handling and appropriate storage of the same to ensure availability of the same in future for reference</p> <p>k) Draft correspondences and other documents as will be required at the office occupied to ensure that objectives of the office are met</p> <p>l) Type from manuscripts for future reference and as a means of provision of communication services in the office</p> <p>m) Duplication of letters and other documents using reprographic machines to retain records for future use</p> <p>n) Manage office float to ensure efficient utilization</p>
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
<p>a) Office equipment e.g. computer, shredder, telephone,, printer</p> <p>b) Office furniture e.g. desk, chair, cabinets, safe</p>
<i>Nature of decision making</i>
Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE grade C
<i>Minimum level of professional qualification required to perform effectively in the role</i>
<p>a) Qualifications in the following subjects as offered by KNEC</p> <ul style="list-style-type: none"> o Business English II o Commerce II o Secretarial Duties II o Office Management III o Shorthand II(minimum 120 wpm) or audio typewriting III <p>b) Typewriting 50 wpm</p>
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<p>a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training</p> <p>b) Computer literacy</p>

c) Good knowledge of word processing and the use of Excel
Typical soft skills that would be regularly applied to the job (Attributes)
<ul style="list-style-type: none"> a) Communication skills b) Organisation skills c) Ability to work under pressure d) Team building e) Supervisory f) Negotiation skills g) Leadership skills h) Problem solving i) Conflict management j) Time management
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
Compliance to chapter 6 of the constitution
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
Entry level, no experience needed
7. Problem Solving:
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility i) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution

<ul style="list-style-type: none"> h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N/A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
a) The role requires the holder to allocate work to subordinates,
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
The job holder conveys information to people within and outside the department and university
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.7. Copy Typist

1. Background Information			
Job Title: Copy Typist	Job Level: JOOUST/SECT/o16	Current Grade: 4	No. of Posts: 1
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: N/A		Department/ Section/Unit: N/A	
Reports to: Section Head			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
The purpose of this job is to maintain cleanliness of and provide clerical and administrative support in the office to enhance flow of information			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ol style="list-style-type: none"> Receive telephone calls and perform public relations duties to enhance smooth communication in the office Type from manuscripts for future reference and as a means of provision of communication services in the office Duplication of letters and other documents using reprographic machines to retain records for future use Filing and retrieval of documents for proper and accurate record keeping in the office and to make it easier for future reference. This will entail proper labelling of files for easy identification and follow up Maintenance of office diary for good planning of day to day activities Maintain office stationery at appropriate levels to ensure that operations of the office are uninterrupted through initiation of requests for stationery procurement 			

4. Job Dimensions:
<i>Financial Responsibilities</i>
<ul style="list-style-type: none"> a) Provide input to the procurement plan of the department attached to b) Provide input to the budgeting process of the department
<i>Responsibility for physical assets</i>
<ul style="list-style-type: none"> a) Office equipment e.g. computer and accessories b) Office furniture
<i>Nature of decision making</i>
Operational Decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE Grade C
<i>Minimum level of professional qualification required to perform effectively in the role</i>
<ul style="list-style-type: none"> a) Stage I-II in the following subjects offered by KNEC or an equivalent certificate from a recognized examining body: <ul style="list-style-type: none"> o Commerce I o Secretarial Duties II o Office Management III o Office Practice I b) Typewriting 30 words per minute c) Knowledge of word processing
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<ul style="list-style-type: none"> a) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training b) Computer literacy c) Good knowledge of word processing and the use of Excel
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<ul style="list-style-type: none"> a) Team building b) Willingness to learn c) Ability to work with different kinds of people
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>
Compliance with chapter 6 of the constitution
6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
3 years' experience as a copy typist
7. Problem Solving:
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Factual reports on aspects of the institution such as policy guidelines
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Simple verbal instructions to other employees within the institution g) Detailed verbal or written instructions or requests to employees of the institution or contractors h) Basic e-mail, fax or mail correspondence i) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N/A
10. Influence:
Job holder's influence over practices, policies or strategy:
Is expected to come up with suggestions on improved practices
Job holders' influence over subordinates and colleagues:
N/A
Job holders' influence over people outside the directorate but within the institution and people outside the institution

Conveys information inside the university
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

Final Signoff

	Name	Designation	Sign	Date
Head of Department				
Human Resource				

Fair pay for fair play