

## **GEORGE TOWN WORLD HERITAGE INCORPORATED PERSONAL ASSISTANT TO THE GENERAL MANAGER**

### **A. Job Description**

The Personal Assistant manages the daily operation of the General Manager's office by delivering the following responsibilities. The incumbent works under the direct supervision of the General Manager.

### **B. Responsibilities**

- Facilitating timely flow of documents/communication/messages to and from the General Manager;  
Receive all incoming addressed to the General Manager's Office;
- Managing the time of the General Manager including establishing/arranging appointments, maintaining General Manager's calendar, receiving and directing visitors, placing and screening calls and answering queries
- Handling and maintaining policy, confidential and general management files including all correspondences;  
Drawing General Manager's attention to important, sensitive and time-bound information;
- Establishing and maintaining a document/work assignment tracking system including receiving, screening, logging and routing as well as maintaining a system for follow-up and retrieval;
- Following up implementation of assignments from the General Manager to staff;
- Maintaining chronological file on all outgoing and incoming correspondences;
- Making travel arrangements for the General Manager including travel itinerary, booking, logistical requirements, visa, all protocol and other administrative matters;
- Maintaining regular contacts with General Manager while on missions;
- Checking and clearing for format presentation and accuracy all outgoing correspondences submitted for the General Manager's signature;
- Drafting on the request of the General Manager routine correspondences like: letters, memos, note verbales etc;
- Providing background materials and information and propose solutions to queries from within and outside the Office;
- Assisting in the preparation and servicing of conferences/workshops/meetings;
- Participating in the organization and preparation of staff meetings;
- Preparing and updating proposed calendar of conferences, meetings, seminars and workshops of the General Manager;
- Minutes taking for the monthly managerial meetings and staff meeting
- Assist any staff when requested;
- Perform other duties as required.
- Establish and maintain effective working relationship with colleagues.

### **C. Requirements**

- Candidate must possess at least a degree and a minimum of five years of experience in administrative services, finance, accounting, audit, human resources or related area.  
Experience working in an Executive Office setting is desirable.

- Fluency in English and Malay (both oral and written) is required; knowledge of Mandarin or Tamil is an advantage
- Ability to perform a broad range of administrative functions, e.g., budget/work programme, human resources, database management, etc.
- Knowledge and use of a wide range of computer applications -in particular, Microsoft applications, such as Excel and Power Point.
- Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations; commitment to implementing the goal of gender equality by ensuring the equal participation and full involvement of women and men in all aspects of work.
- Planning and Organizing:
  - Develops clear goals that are consistent with agreed strategies
  - Identifies priority activities and assignments; adjusts priorities as required
  - Allocates appropriate amount of time and resources for completing work
  - Foresees risks and allows for contingencies when planning
  - Monitors and adjusts plans and actions as necessary
  - Uses time efficiently
- Client Orientation:
  - Considers all those to whom services are provided to be “clients ” and seeks to see things from clients’ point of view
  - Establishes and maintains productive partnerships with clients by gaining their trust and respect
  - Identifies clients’ needs and matches them to appropriate solutions
  - Monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems
  - Keeps clients informed of progress or setbacks in projects
  - Meets timeline for delivery of products or services to client.
- Technological Awareness:
  - Keeps abreast of available technology;
  - Understands applicability and limitation of technology to the work of the office;
  - Actively seeks to apply technology to appropriate tasks;
  - Shows willingness to learn new technology.
- Good interpersonal and communication skills.
- Willingness to work on weekends or in the evenings.
- Able to work independently, collectively, and in responsible manner.

#### **D. Applications**

- Complete the application form ([download from here](#)).
- Attach your latest and most persuasive resume.
- Attach an appealing cover letter (tell us why you are the best candidate for this position with your expected salary).
- Send all documents to hr@gtwhi.com.my by 30 April 2018.
- Shortlisted applicants will be notified for interview.