

GEORGE TOWN WORLD HERITAGE INCORPORATED STAFF RECRUITMENT 2019

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.
- Shortlisted applicants will be notified for interview.