



The Trinidad and Tobago Coalition of Services Industries (TTCSI), the premier voice of services in Trinidad and Tobago, is seeking to recruit a suitable candidate to fill the post of **Operations Supervisor**. Applications should be submitted no later than **March 20th, 2019** via email to [generalmanager@ttcsi.org](mailto:generalmanager@ttcsi.org). Only shortlisted candidates will be contacted.

## **JOB TITLE: OPERATIONS SUPERVISOR**

### **JOB SUMMARY:**

To provide a full range of operational and administrative support to the TTCSI. The Operations Supervisor is responsible for administrative activities, membership and stakeholder engagements along with implementing a comprehensive range of activities that strengthen the work of the TTCSI.

### **KEY DUTIES AND RESPONSIBILITIES:**

1. Responsible for all administrative duties of the TTCSI
2. Provide operational support to the General Manager
3. Accounting and financial support
4. Strategic engagement with stakeholders and members of the TTCSI by providing relevant information and support as required
5. Provide guidance and information to potential members, including those in a “formation” stage
6. Circulate via email and social media platforms, the TTCSI’s newsletters, bulletins, invitations, etc to the membership and other stakeholders
7. Contribute to the development of revenue generating events and activities
8. Manage the logistical arrangements for events
9. Attend meetings and networking events for and on behalf of the TTCSI
10. Build and maintain working relationships and alliances with national, regional and international stakeholders

### **QUALIFICATIONS AND EXPERIENCE:**

University degree in Social Sciences or one of the following disciplines: Marketing; Political Science; Public Sector Management; Management Studies). A minimum of five (5) years relevant professional experience. Experience in managing small or family business would be an asset.

### **REQUIRED SKILLS AND CORE COMPETENCIES:**

- Proven administrative and organizational skills with a problem solving attitude
- Good interpersonal skills including coordination and effective working relations with stakeholders

- Attention to detail
- Ability to fully integrate a broad range of communication/ engagement initiatives
- Strong project management skills, driven by a commitment to quality, results, fiscal responsibility and efficiency
- Planning and time management skills and ability to work under pressure and meet tight deadlines.
- Excellent written and verbal communication skills
- Ability to coordinate the efforts of multiple parties and to work with teams
- Ability to build strategic and productive relationships with national, regional and international stakeholders
- Willingness to get the job done
- Proficiency in the use of Microsoft Office suite of applications, including MS Access and Project Management