JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	**Attendant**
JOB GRADE	Level 1
POST NUMBER	
DIVISION	
REPORTS TO	
DIRECT REPORTS	N/A
SALARY – LEVEL 1	*Salary: $1,018,136.00 – $1,369,279.00 per annum as at April 1, 2026*

This document serves as a management tool and will be used specifically for the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee Date

Manager/Supervisor Date

Head of Department/Division Date

Date Received in Human Resource Division Date

JOB PURPOSE

The Attendant is responsible for maintaining the cleanliness, hygiene and presentation of the office environment, providing hospitality services to members of staff, clients and visitors, and supporting the internal and external distribution of mail, documents, office supplies and stationery. The incumbent assists with the preparation of meeting and conference facilities, the care of furniture, fixtures and equipment, and the safe disposal of waste and confidential material, thereby contributing to a clean, safe, orderly and welcoming work environment that enables the Agency to discharge its mandate for the care and protection of children.

KEY OUTPUTS

- Offices, kitchen, bathrooms, corridors and surrounding areas cleaned and sanitised
- Furniture, fixtures, fittings and office equipment cleaned and maintained in a presentable condition
- Hospitality services provided to members of staff, clients and visitors
- Water and refreshments served for meetings, training sessions and Agency events
- Conference and meeting rooms arranged and prepared for meetings and events
- Mail, files and documents distributed internally and externally within established timelines
- Office supplies and stationery delivered to members of staff
- Documents photocopied and shredded on request
- Bathroom and kitchen supplies replenished and shortages reported
- Eating utensils, glassware and kitchen equipment cleaned, sanitised and stored ready for use
- Garbage removed from offices and designated collection points on a daily basis
- Defects, damage and hazards observed in the office environment reported to the Manager, Support Services

JOB RESPONSIBILITIES

Operational – Cleaning and Maintenance of the Office Environment

- Clean and sanitise offices, corridors, kitchen, bathrooms and surrounding areas on a daily basis in accordance with the established cleaning schedule.
- Clean floors and attend to spillages promptly in order to avoid slips, trips and falls.
- Dust and clean furniture, fixtures, fittings and office equipment on a regular basis to ensure that they are maintained in a presentable condition.
- Replenish bathroom and kitchen supplies and advise the Manager, Support Services of replenishment requirements.
- Assist with the removal of garbage from offices and designated collection points on a daily basis at closing time.
- Report defects, damage, hazards and malfunctioning equipment observed in the office environment to the Manager, Support Services.
- Assist with the securing and locking up of offices at the close of the working day as required.

Operational – Hospitality and Meeting Support

- Serve water and refreshments to members of staff, clients and visitors in a courteous and customer-friendly manner.
- Prepare and serve refreshments for meetings, training sessions, workshops and other events hosted by the Agency.
- Wash, sanitise and store eating utensils, glassware, crockery and kitchen equipment so that they are clean and ready for use at all times.
- Arrange and set up the conference room and other meeting spaces for meetings and events, and restore them to order on completion.

- Monitor stocks of kitchen and hospitality supplies and advise the Manager, Support Services of replenishment requirements.
- Maintain the cleanliness and hygiene of the kitchen, pantry and food preparation areas at all times.

Operational – Mail, Documents and Supplies

- Distribute mail, files and documents to officers and locations as requested.
- Deliver documents and mail to nearby offices, Ministries, Departments and Agencies, and to the Post Office, as required.
- Assist with the delivery of office supplies and stationery to members of staff.
- Photocopy documents on request and in accordance with established procedures.
- Shred documents as directed, in accordance with the Agency's records management and confidentiality requirements.

Other Responsibilities

- Ensure maintenance of confidentiality and trusting relationships in accordance with the mandate of the Agency.
- Attend monthly, quarterly and annual staff meetings and such other meetings as required, and ensure timely attendance.
- Observe all occupational health and safety requirements, including the correct handling and storage of cleaning agents and equipment and the wearing of prescribed protective wear.
- Perform any other related duties as may be assigned from time to time.

PERFORMANCE STANDARDS

- Offices, kitchen, bathrooms, corridors and surrounding areas are clean, sanitary and presentable at all times.
- Cleaning is completed in accordance with the established schedule and with minimum disruption to the work of the Agency.
- Furniture, fixtures, fittings and office equipment are cleaned on a regular basis and maintained in a presentable condition.
- Water and refreshments are served promptly and in a courteous, customer-friendly manner.
- Meeting and conference facilities are arranged and ready in advance of the agreed start time of meetings and events.
- Mail, files and documents are delivered accurately and within established timelines.
- Documents are photocopied and shredded within the timeframes requested and in accordance with established procedures.
- Eating utensils, glassware and kitchen equipment are clean, sanitised and stored ready for use at all times.
- Bathroom and kitchen supplies are replenished and shortages reported in a timely manner.
- Garbage is removed on a daily basis at closing time.
- Defects, damage and hazards are reported promptly upon observation.
- Occupational health and safety requirements are observed at all times.
- Confidentiality, integrity and professionalism are maintained in the execution of duties and in personal conduct.
- Mutual respect displayed in the working environment at all times.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Access to offices, kitchen, storerooms and other areas of the Agency's premises in the execution of assigned duties.

- Custody and use of cleaning equipment, cleaning agents and hospitality supplies issued for the performance of duties.
- Report defects, damage, hazards and shortages of supplies observed in the office environment.
- Recommend improvements to cleaning, hospitality and mail distribution arrangements to the Manager, Support Services.
- Liaise with members of staff, clients and visitors in the provision of hospitality and delivery services.
- Deliver mail and documents to external offices within walking distance on behalf of the Agency.
- Handle confidential documents in the course of photocopying, distribution and shredding.

QUALIFICATION AND EXPERIENCE

- Secondary education to Grade 9 level.
- Training in Food and Beverage Management.
- A minimum of two (2) years' related experience in housekeeping, hospitality or a related field.

Or any equivalent combination of education and experience.

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	2	Knowledge of cleaning and sanitisation methods, agents, materials and equipment	3
Teamwork and Cooperation	3	Knowledge of housekeeping standards and practices	3
Interpersonal Skills	3	Knowledge of food and beverage handling, hygiene and service standards	3
Customer and Quality Focus	3	Knowledge of occupational health and safety requirements, including the safe handling and storage of cleaning agents	2
Integrity and Confidentiality	3	Basic knowledge of the Child Care and Protection Act	1
Dependability and Punctuality	3	Basic knowledge of the Agency's mandate, structure and operations	2
Compliance	3	Knowledge of basic office practices and procedures, including the distribution of mail and documents	2
Initiative	2	Knowledge of the locations of Ministries, Departments and Agencies within the vicinity of the Agency's offices	2
Time Management	2	Operation of photocopying and shredding equipment	2
Methodical Approach	2	Basic knowledge of records management and confidentiality requirements	2
Adaptability	2	Basic literacy and numeracy skills	2
Multi-tasking	2	Basic knowledge of GOJ Staff Orders and the Agency's Human Resource policies	1
Mutual Respect	3		
Listening and Observation	2		

WORK RELATIONSHIPS

Internal	External
• All Divisional Heads/Directors • Unit Managers, Supervisors and Team Leaders • Support Services Unit • Records Unit • All Members of Staff	• Clients • Visitors • Ministries, Departments and Agencies (MDAs) within walking distance • Post Office • Suppliers and Service Providers • Contractors

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Frequent exposure to dust, cleaning agents and detergents.
- Required to stand, walk, bend, stoop and lift in the execution of duties for extended periods.
- May be required to work outside of regular working hours to accommodate work or repairs undertaken by contractors and to support meetings and events hosted by the Agency.
- Required to walk to nearby offices, Ministries, Departments and Agencies and the Post Office in the delivery of mail and documents.
- Required to maintain a high standard of personal hygiene and grooming.
- Required to maintain the strictest confidentiality in respect of information relating to children and families served by the Agency.