

**JOB SPECIFICATION AND DESCRIPTION
FOR
SYSTEMS COORDINATOR**

Job Title: Systems Coordinator

Grade: GMG/AM 2

Department: Operations and Maintenance Department

Location: Regional Office

Manager / Supervisor's title: Director of Operations and Maintenance (*Supervision based on policy and procedure and managerial review of agreed objectives*)

Type of Job: Full-time (permanent)

Hours of work: Monday – Thursday (8:30 a.m. – 5:00 p.m.)
Friday (8:30 a.m. – 4:00 p.m.)

Absence from duty: All planned absences from work should be communicated and the appropriate form completed at least 48 hours in advance. If leave is required based on an emergency this should be communicated immediately.

Salary scale: According to the established Government salary scale per annum

Date revised of Job Description: October 1, 2015

OBJECTIVES AND SCOPE OF WORK

Under the general direction of the Director of Operations and Maintenance the incumbent is responsible for providing general administrative and contract monitoring support to the Maintenance Engineers, Hospital Administrators and Operation Managers in the Region.

LIST OF DUTIES

The following are normal duties for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned in respect to normal job functions. Respect to the hierarchical authority in the organization, punctuality, excellent interpersonal and communication skills are expected.

1. Preparation of documentation for contracted repairs and services to ensure the timely payments and continued services.
2. Oversee the correct signage of all department related invoices.
3. Processing of all department related invoices that are certified and approved for payment.
4. Assist with the deployment of the Preventative and Corrective Maintenance Programme for all hospitals and health facilities.
5. Assist in the budget planning exercise with the Director of Operation and Maintenance so as to advise on their equipment and maintenance needs for the upcoming financial year.
6. Assist with the preparation of documentation Preventative maintenance services and purchasing of goods and services.
7. Assist with administrative functions pertaining to the maintenance department.
8. Responsible for tracking contracts, invoices, purchase orders and purchase requisitions.
9. Provide support to all institution engineers and maintenance work personnel's.
10. Prepare all purchase requisitions for the maintenance department.
11. Create, Implement and Manage a contracts monitoring filing system.
12. Prepare monthly contract monitoring reports
13. Prepare scope of works and internal estimate for contracts that are to be renewed
14. Prepare quarterly contracts award report for the maintenance department.
15. Prepare maintenance projection report.
16. Manage bulk diesel account for boilers and generator usage.

17. Any other related duties assigned by the Supervisor/Head of Department.

LIST OF RESPONSIBILITIES

1. Managing the process of delivering maintenance services to various health care facilities in SERHA. In addition, he/she is responsible for assisting in the implementation of strategies and programs for providing preventative and corrective maintenance to plants within the Region in collaboration with the Maintenance Engineers.
2. Developing and communicating, in conjunction with the Director of Operations and Maintenance, any recommended changes relating to the unit, as a way of improving services and timely responses.
3. Securing confidential documents, directing them to the appropriate persons and ensuring that strict confidentiality is maintained in the execution of duties.

SUPERVISION GIVEN TO:

Indirectly: Within the Region
None

Directly:
None

LAISES WITH:

Internally:

Directors of the Authority

Division Heads

Externally:

Government Ministries and Agencies

All Staff Members

FUNCTIONAL RELATIONSHIPS

Give functional direction to Maintenance staff within the Region, on matters pertaining to operational policies as required.

STANDARD PERFORMANCE CRITERIA

This job is satisfactorily performed when:

- Agreed objectives have been achieved within the prescribed time and budget.

- There is accurate and timely communication of information on matters within the scope of the incumbent's responsibility.
- There is prompt response to information retrieval and update to data base.
- There is consistent compliance with established human resources policy, procedure and labour legislation.
- Timely and accurate responses to correspondence and verbal enquiries are effected.
- Confidentiality is preserved.
- Administrative functions to the Compensation and Benefits Manager are performed with efficiency.

JOB SPECIFICATIONS

SPECIFIC KNOWLEDGE REQUIRED

- Working knowledge of current techniques of Operations Management.
- Comprehensive knowledge of the Authority's policies and procedures and of the Health Services Act governing the Authority.
- Sound knowledge of goals, functions and operations of the various departments and divisions of the Authority.
- Working knowledge of computerized human resource information systems used in operations.
- Knowledge of database management, word processing, spreadsheet and/or presentation software.
- Knowledge of sound customer service principles and practices.
- Knowledge of the operations of the Ministry of Health and the Regional Health Authority.

QUALIFICATIONS AND EXPERIENCE

- Associate Degree in Production and Operations Management or equivalent
- Knowledge in Engineering Software is an asset
- Training in Operations Management is an asset
- At Least 2 years' experience in a similar capacity

REQUIRED SKILLS AND SPECIALISED TECHNIQUES

- Good command of the English Language, both written and oral
- Sound Organizational and interpersonal skills
- Ability to work unsupervised and communicate information accurately
- Aptitude for working with computers
- Tact and Discretion
- Timely and accurate responses to correspondence
- Knowledge of Government Policies, Procedures and Practices especially in operations management
- Highly developed organizing and co-coordinating skills.
- Ability to use independent judgment and to manage and impart confidential information with tact and diplomacy.
- Ability to communicate effectively both orally and in writing.
- Ability to record minutes.
- Strong interpersonal and negotiating skills.
- Strong oral and written communication skills: inclusive of face to face, telephone public speaking and report writing.
- Sound skills in analysis, problem solving, conflict resolution and decision-making.
- Ability to work as part of a team
- Flexible and willing to work under pressure

WORKING CONDITIONS ASSOCIATED WITH JOB

- Numerous critical deadlines.
- May be required to attend functions and meetings off site.