

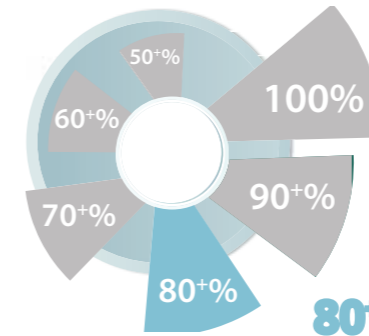
Tasks common to 90% of participants



90% said yes to 23 tasks/responsibilities

Tasks/Responsibilities	WORK CATEGORIES
Adhering to professional business standards in relation to services rendered by using correct resources	Code of Conduct
Ensuring sound business excellence	
Contributing to the team and effort to collaborate	
Managing the executive's office and interacting with other executives and people on other levels	
Composing and type responses to office correspondence	Communication Management
Engaging with Management and employees through Internal and External communication tools.	
Handling of incoming office communication via e-mail/fax/post	
Accurate typing	Correspondence
Composing and typing responses to office correspondence and handling enquires for the Managing Executive's approval and signature	
Receiving, processing and dispatching all other correspondence	
General diary management with effective planning, organising and coordinating schedules	Diary & Schedule Management
Managing and coordinating demanding schedule of the executive/s	
Sourcing and organising venues for conferences and team building activities	Event Planning
Meeting room reservation management	
Screening and directing incoming calls	General Office Duties
Ordering of flowers and gifts for staff, suppliers and clients	
Meeting organisation and supporting internal & external stakeholders plus executive groups	Meeting Administration
Scheduling of departmental routine meetings	
Maintaining a close working relationship with other departments	Stakeholder Relationships
Rendering of quality and professional service to internal and external stakeholders.	
Liaising with clients suppliers, service providers and VIP guests	
Creating and maintaining filing systems and archiving systems	System Management and Administration
Coordinating/planning travel arrangements and business itineraries for national and international travel via a travel agent or internal online travel booking systems	Travel Management

Tasks common to 80% of participants



80% said yes to 18 tasks/responsibilities

Tasks/Responsibilities	WORK CATEGORIES
Providing professional lines of communication and correspondence with internal and external stakeholders	Communication Management
Correspondence management, drafting and distribution e.g. minutes agenda and letters and memorandums	Correspondence
Preparing required reports and presentations utilising required software programmes	
Assisting with Management Team's diaries and scheduling of appointments	Diary & Schedule Management
Planning, coordinating and managing the process for conferences, seminars, workshops and manage strategic workshops	Event Planning
Assessing venue for meetings to ensure these are hospitable, user-friendly and disability accessible.	
General office expense administration including preparation of expense claims, invoices for payment and reconciliation, submit travel and local expense claims for travellers	Financial Administration & Cost Control
Administering printing, photocopying and stationery requirements	General Office Duties
Providing secretarial support at various meetings and record meetings. Ensuring that all logistical requirements are in place, drafting agendas and minutes of meetings	Meeting Administration
Ensuring that the Directors are well prepared for meetings	
Delegating the necessary instructions to departments in the Director's absence	Office Management
Managing the office of the executive/s and interacting with other executives and people on other levels	
Managing safekeeping of confidential documentation & Service Level Agreements	
Supporting the Management Team and mentor all administrative assistants	Stakeholder relationships
Updating client lists and other contact lists	System Management and Administration
Planning and implementing office systems and processes	
Preparing and managing a follow-up system on decisions taken at meetings	
Assisting travellers with visa application	Travel Management