

**CIVIL AVIATION AUTHORITY OF THE
CAYMAN ISLANDS**

JOB DESCRIPTION

Company:	Civil Aviation Authority of the Cayman Islands
Division	Economic Regulation & Administration
Position	Administrative Assistant
Level:	GRADE - 0
Job Status:	Full Time
Reports to:	Deputy Director-General Economic Regulation & Administration

Job Purpose

To provide assistance to the Economic Regulatory Licensing staff with processing of Operating Permits for foreign registered aircraft and from time-to-time support for local Air Operator Certificate (AOC) holders (under the Air Transport Licensing Authority (ATLA) Regs). This includes processing permits for non-scheduled/charter, scheduled and air ambulance air transport operations, following established internal procedures and checklists, after appropriate training.

Principal Accountabilities

The postholder will:

- Provide procedural support and administrative assistance to the Deputy-Director Economic Regulation & Administration and the Supervisor of Economic Regulation for assigned economic regulatory licensing tasks.
- Postholder will process the applications for operating permits under the supervision of the Supervisor of Economic Regulation.
- Must be able to work with tight deadlines to ensure permits go out in time for planned operations.
- Must ensure all documents required for the processing of permits are accurate and current.
- Ensure all documents submitted are filed correctly and any expired documents replaced.
- Ensure checklists are completed.
- Ensure all information recorded in billing spreadsheet is accurate.
- Prepare invoices in QuickBooks for the operating permits issued
- Provide assistance to other technical divisions with the maintenance of excel spreadsheets and databases.
- Dispatch of documents by courier, i.e., DHL and via regular surface mail.
- In addition, the post holder will provide the Civil Aviation Authority of the Cayman Islands (CAACI) with administrative and customer service duties in a professional manner to ensure that the objectives of the CAACI are achieved.
- Provide prompt and courteous telephone service to the public and staff of the Civil Aviation Authority. This includes (a) accurate message taking and relaying of messages in a timely manner; (b) transferring calls to voice mail as required/requested.
- Accurately type letters and other professional documents from copy, draft or dictation.
- Assist with preparing conference room for scheduled meetings.
- Sort and file all correspondence in a timely and accurate manner and as per the established guidelines.
- Perform errands (pick-up and delivery of mail packages, documentation as needed) conforming to procedures.
- Provide general clerical and administrative assistance to the Finance & Compliance team as needed.
- Provide administrative support and back-up for the marketing and promotional activities on an as needed basis as assigned.
- Other general secretarial duties as required from time to time by other members of the CAACI management and staff.

Organization Chart

See attached

Background Information

The Civil Aviation Authority of the Cayman Islands is an autonomous body, which operates under the ambit of Government and is overseen by a Board of Directors. Air Transport is a key factor to the jurisdiction's financial industry as an offshore financial centre and to the tourism industry. The provision of air transport by all carriers is subject to local and international regulations, standards and recommended practices to ensure a safe standard of operation. This post entails answering the telephone, typing, filing and providing secretarial support of the efficient operation of the Authority. The post holder works alone on some tasks but will assist other staff members from time to time.

Qualification, Experience and Skills

- Must be a high school graduate with passes in English and Mathematics.
- Possess at least 3 years administrative and customer service experience.
- Ability to type accurately at least 40 words per minute
- Must possess the ability to effectively operate most office equipment in a safe manner
- Proficient in Microsoft Word, Excel, Outlook Adobe Acrobat and PowerPoint
- Proficient in QuickBooks; at a minimum the Invoicing module
- Ability to provide courteous and pleasant customer service and assistance to the public and CAA stakeholders at all times.
- Must be highly organized and able to work on own initiative to meet deadlines.
- Must be a team player, however the post holder must be able to independently work when required to complete tasks
- The post holder must be detailed orientated and highly organized.
- Possess a valid Cayman Islands driver's License

Supervisor of Others

The post holder does not supervise any staff.

Other Working Relationships

1. The post holder will communicate with the Authority's clients and other stakeholders and must provide polite, courteous and professional customer service at all times.
2. The postholder will work closely with the Deputy Director-General and other Economic Regulatory personnel in the ER&A division.
3. The post holder will be working closely with the administrative staff and work to support other CAACI divisions as needed to ensure smooth operation of the Authority.

Decision Making Authority and Controls

The post holder is expected to have the ability to answer routine questions and to refer non-routine enquires to the proper persons within the Authority.

Problem/Key Features

Priorities can change quickly, therefore the postholder has to be able to adapt to such changes. Some tasks are repetitive but postholder has to ensure that all details are accurate.

From time to time, the postholder may be required to monitor the submission of operating permit requests and process out of office hours, specifically for air ambulances and emergency requests.

Assignment and Planning of Work

Assignment of duties will be coordinated and assigned. However, the postholder must be able to work independently to organize and prioritize efficiently to meet deadlines.

Working Conditions

Working conditions are in accordance with the standards practices in effect at the Civil Aviation which is Monday to Friday from 8:30am to 5:00 pm or as agreed for flextime. Flexibility and being able to work outside normal working hours maybe needed from time to time.