CIVIL SERVICE FAMILY PROTECTION SCHEME BOARD

Scheme of Service

Post: Management Support Officer

Salary: Rs 16400 x 325 – 17700 x 375 – 19575 x 475 – 21950 x 625 – 23200 x 775 – 32500

Qualifications:
A. (i) Cambridge School Certificate with credit in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings; or

(ii) Passes not below Grade ‘C’ in at least five subjects including English Language, French and Mathematics or Principles of Accounts obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject.

NOTE

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at “Principal Level” and one subject at “subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examinations.

B. A Cambridge Higher School Certificate or Passes in at least two subjects obtained on one Certificate at the General Certificate of Education “Advanced Level”.

OR

Equivalent qualifications to A and B above acceptable to the Board.

C. Candidates should also-

i. possess good communication skills;

ii. have a positive attitude towards work, be customer oriented and have the ability to work in teams;

iii. have a general knowledge of national and international issues; and
iv. be computer literate.

Qualification at A above should have been obtained prior to qualification at B above.

Candidates should produce written evidence of knowledge claimed.

**DUTIES:**

1. To perform clerical duties and word processing duties including, inter alia,-
   
i. to prepare, scrutinize and process documents/cases;
   
ii. to type and collate general office correspondence and documents, according to competencies;
   
iii. to maintain files, forms, reports and other materials;
   
iv. to receive, sort and process mail and to prepare materials for mailing;
   
v. to photocopy reports and other documents and operate standard office equipment such as telefax machine;
   
vi. to carry out word processing and data entry and to update information in a computer system;
   
vii. to carry out registry, simple finance, human resource and procurement and supply duties, under supervision;
   
viii. to assist in administrative duties and to provide general support to operational services;
   
ix. to draft replies to simple correspondence;
   
x. to operate e-mail services, as and when required;
   
xi. to effect simple research, as and when required;
   
xii. to keep records regarding documents, books and magazines of the organisation and to assist users by providing relevant information, whenever required; and
   
xiii. to assist in duties relating to committees, organization of official functions, training programmes and other activities.

2. To collect data in respect of contributions of employees remitted by Ministries/Departments and Parastatal Bodies.

3. To register birth, marriage and death certificates and other documents of contributors/pensioners and their dependents.

4. To attend to queries from pensioners, contributors and officers of Ministries/Departments and Parastatal Bodies.
5. To open and update files for retired or deceased contributors.

6 To use ICT in the performance of his duties.

7 To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Management Support Officers in the roles ascribed to them.

Approved by the CSFPS Board on 15.09.2014