



CIVIL AVIATION AUTHORITY OF SRI LANKA

Post of Civil Aviation Assistant

1.1 Nature of functions assigned to Civil Aviation Assistant

- a) The employees in this category of the CAA are primarily employed as Action Officers who provide documentary, operational, administrative and secretarial support to the management staff;
- b) The employees in this category shall be prepared to work in any part of the country and can be assigned with any duty coming under the purview of the job category as and when required by the Authority;
- c) They shall create, collect, collate, maintain, and archive record files as and when required and are responsible for data processing, storage, retrieval, dissemination and compilation of reports as directed by the management staff
- d) They are also responsible to attend to daily correspondence with both internal and external agencies as required, under the direction of the management staff;
- e) Detailed Job Description is given below

2 NATURE OF APPOINTMENT

Permanent with entitlement to Employees' Provident Fund and Employees' Trust Fund.

3 SALARY SCALE, EFFICIENCY BAR AND EMPLOYMENT STRUCTURE

Monthly Salary Scale : Rs. [13,450 - 10 x 145 - 7 x 170 - 12 x 290 - 12 x 345 – 23,710]

4 QUALIFICATIONS

A. External Candidates

Having passed the General Certificate of Education (Ordinary Level) examination in six (06) subjects in one sitting with credit passes for four (04) subjects including

- Sinhala / Tamil
- English language
- Mathematics

AND

Having passed three subjects (other than the General Paper) at the General Certificate of Education (Advance Level) examination.

B. Internal Candidates

An Employee of the categories of Primary Level – Skilled and Primary Level - Unskilled who possesses the following qualifications are eligible to apply, provided that the employee has passed the General Certificate of Education (Ordinary Level) examination in six (06) subjects with credit passes for four (04) subjects including

- Sinhala / Tamil
- English language

- Mathematics

has completed a minimum of five (05) years satisfactory service in a permanent post under the above employee category.

Note:- Any period of service prior to been appointed to a permanent post or any period of service to be completed under training as a prerequisite for appointment on permanent basis to any post will not be counted towards the five years of service required for qualification as stated above. Any period of service on casual / temporary basis too will not be counted for this purpose.

4.1 Age

The candidates should be not less than 18 years and not more than 45 years. The upper age limit will not be applicable to the internal applicants.

4.2 Other

Every applicant should,

- a) be a citizen of Sri Lanka;
- b) be physically and mentally fit to discharge the duties of the post well and to serve in any part of Sri Lanka;
- c) be of excellent moral character; and
- d) satisfy the general requirements stipulated in the Staff Rules and Administrative Procedures Manual of the Authority.



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JOB DESCRIPTION

Title of Post	:	Civil Aviation Assistant
Code	:	MA12-CAA
Category	:	Management Assistant – Non Technological
Level	:	OS-07
Salary Scale	:	MA-1-2
Reporting to	:	Head of Section / Head of Division

Civil Aviation Assistant is responsible for the following:

- a) Maintenance of Printed Records;
- b) Maintenance of Register of Printed Records;
- c) Opening, Maintaining and Closing of files;
- d) Archival of old and closed files;
- e) Sorting out the documents and filing them in the appropriate files;
- f) Maintaining the files as per the Record Management Procedures of the CAA;
- g) Keeping track of the movement of files using CAA procedures;
- h) Maintenance of register of incoming and outgoing letters;
- i) Maintenance of Electronic Records;
- j) Feeding data to the computer using appropriate data structures
- k) Creating directories and files for ease of data retrieval
- l) Secured storage of data and information;
- m) Data processing / retrieval / analysis /process/print of data to create an opinion;
- n) Obtaining data backups at regular intervals;
- o) Maintenance of office ambience and appearance conducive for business with public;
- p) Reception of service recipients respectfully and provide them with required services;
- q) Keeping the work desk and its associate environs neat and tidy;
- r) Discharge the assigned functions with great commitment, enthusiasms;
- s) Ensuring data security and preventing from release the official data to unauthorized personnel without approval;
- t) Keeping all equipment, accessories, tools, stationaries or like matters or material which are issued to the officer for official functions in safe custody and making use of them with great detail of responsibility to discharge assigned functions;
- u) Reporting to the management of any defect, deficiency, malpractices, indiscipline, fraud any unlawful event if detected to be taking place within the Authority which may come to the notice of the employee,

v) Acting as the Receptionist, as and when required and perform the following tasks

A. Administrative Support

Answering Phone Calls and Mails

A receptionist is expected to address every incoming phone call and mail (e-mail and otherwise) for the Authority. Mail then, has to be forwarded to respective departments and/or people. The same goes for phone calls. Queries that come through these channels also have to be taken care of. On a call, he/she has to maintain proper etiquette. That is, he/she shouldn't sound casual on the phone, and should keep it as short as possible.

Receiving Visitors

The receptionist of the Authority, is the first person a visitor usually speaks to. Thus, he/she has to be presentable and well-versed with the Authority's profile. He/she also has to follow proper etiquette while in conversation with visitors. He/she needs to be calm, friendly and at the same time, confident. This also requires the receptionist to maintain a healthy and professional atmosphere near the workstation.

Office Stationery and Supplies

The receptionist is expected to keep a check on the office supplies; monitor the inflow and outflow regularly, and maintain records. The office supplies have to be stocked for future use, and should always be present when employees need them. Similarly, the office stationery should be utilized properly and records should be maintained accordingly.

B. Clerical Support

Paperwork

Maintain a visitor's register. The receptionist has to make sure that every visitor fills the register. Similarly, other data entry and workplace communication has to be recorded as well. Along with this record keeping, he/she also has to maintain, develop and take care of an up-to-date filing system.

Payrolls, Audits and Increments

Payrolls need a lot of data collection, checking and rechecking of attendance, distribution of salary slips (either personally or through mail), and then the salaries. And, all this increases with the number of employees. The receptionist is usually expected to help the management or the Human Resource Department in this process.

C. Secretarial Support

Managing Client Relationships

The clients of the Authority, play a very big role in determining the goodwill of the Authority. The receptionist, in her secretarial duties, will have to make sure that they are comfortable while dealing with the Authority. Travel and visa arrangements need to be made (even for the employer), accommodation and dining bookings need to be arranged, and also pick up and drop facilities have to be taken care of.

Smooth Execution of Meetings

The meetings of an Authority, like the general and annual general meetings, require the receptionist to multitask at a different level altogether. He/she has to start with informing all the concerned members of the meeting. The conference hall has to be equipped with necessary stationery and equipment. The receptionist has to be present throughout the meeting to note down the minutes. These have to then be mailed to concerned people.

D. Miscellaneous Responsibilities

Appointments and Cancellations

Receptionist has to also take care of appointment/reservations/cancellations. They play a big role in the business of these sectors. Follow-ups need to be done in time. In hospitals, emergencies are another added responsibility. In case of emergency, the receptionist is expected to arrange equipment on time (through other staff), inform the doctor in time and manage other formalities. Sending a 'Did Not Show' letter to clients who miss scheduled appointments is also expected.

General Etiquette

The receptionist creates the first impression of a Authority . This means, he/she has to maintain a professional attitude while conversing, needs to be well-versed with verbal and written communication styles, and most important, needs to maintain decorum, and a professional atmosphere in and around the reception area.

Security Awareness

Receptionist is also asked to monitor visitors and the lobby area in general, just in case they notice suspicious activities. If they do, they're expected to report the same to the authorities. Sometimes, the reception desk has a security system enabled, where screens display everything that is caught on camera every minute, throughout the Authority or only in the reception area. The clients of the Authority, play a very big role in determining the goodwill of the Authority. The receptionist, in her secretarial duties, will have to make sure that they are comfortable while dealing with the Authority. Travel and visa arrangements need to be made (even for the employer), accommodation and dining bookings need to be arranged, and also pick up and drop facilities have to be taken care of.

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w) Any other duty assigned by the Chief Executive Officer.