

## **Terms of reference**

### **Office Secretary**

#### **Background**

Punjab Tourism for Economic Growth Project of World Bank Group (WBG) is a five year project to assist the Government of Punjab (GoPb) in its 5- Year Medium Term Growth Framework which is aimed to optimally exploit the potentials of Recreational, Adventure, Cultural, Historical and Heritage Tourism. A good tourism program can contribute towards economic growth through creation of jobs, foreign exchange earnings, opening up trade, knowledge sharing, regional development and much needed portrayal of a soft image for Pakistan.

#### **Objectives:**

1. To support the Government of Punjab in implementing a cultural, heritage and tourism policy supported by comprehensive institutional reforms for effective implementation framework.
2. Leverage private sector's potential to create new economic opportunities for job creation, revenue generation, innovation, entrepreneurship and production efficiency increase.
3. To promote an environment of pluralism and tolerance in the Province through a raised awareness of a varied culture and heritage.

#### **Major Responsibilities**

- Maintain all official record related to all projects
- Arrangement of Official meeting, coordination with relevant staff, issuance of meeting notices
- Preparation of working paper, issuance of minutes of meeting
- Shall also make necessary data entry and file management in the Computer
- Any other duty that may be assigned by Officer In-charge during working hours.

#### **Qualification & Experience:**

- Qualification: Graduation from recognized university. Excellent computer proficiency
- Experience: Must have at least 3 years of experience of office management in public sector or a reputable organization. Shorthand and good typing speed will be preferred.

#### **Selection Method:**

Through open competition after advertisement in the Press Selection to be made by Recruitment Committee of PMU (PTEGP).

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## **Terms of reference**

### **Computer Operator/ Stenographer**

#### **Background**

Government of Punjab (Planning & Development Board) in collaboration with World Bank Group is implementing Punjab Tourism for Economic Growth Project with the total project cost of USD 55 million over five years. The project aims to promote tourism sector by strengthening the institutional capacity through better skills development, increase private sector participation and improve infrastructure services in support of the tourism sector in the province of Punjab.

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#### **Major Responsibilities**

- Take down dictation of notes and drafts from respective Officers and type them neatly and accurately.
- Note down scheduled meetings, time limit cases and important cases of the respective officer in the table diary/engagements.
- Attend to the telephone and maintain the Section Telephone Registers.
- Be responsible for the proper handling and care of their computers and other office equipment.
- Perform the duties of office secretary during his temporary absence.
- Any other duty assigned by the Officer In-charge.

#### **Qualification & Experience:**

- Minimum Bachelor degree from recognized university.
- Candidate must have English shorthand and English type writing course from recognized institute
- A minimum speed of 70 words per minute in shorthand 35 words per minute in typing on typewriter or computer in English
- Excellent computer skills
- At least 1 year of relevant experience.
- Prior experience of working in government department/Foreign aided project in the field of office caretaker is highly desirable.

#### **Selection Method:**

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**Terms of reference**  
**Caretaker/ Record Keeper**

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**Major Responsibilities**

- Ensure Maintenance of Office Building, Furniture's, Vehicles, Generator, Staff Managements, Refueling of Generator & Vehicle, Maintenance of vehicle Log Books and Generator Log Book.
- Ensure security of office assets and physical resources i.e cars, storage, stationary, furniture, stock items etc.
- Ensure Building Security Arrangements
- Maintenance of office record files and ensure their safety presence in record room
- Shift articles of light furniture e.g. chairs, side racks, small side-tables, etc. from one place to another within the office premises;
- General arrangement and tidiness of the office, furniture including re-dusting of office furniture, record etc and
- Maintaining record of stock/ asset register
- Maintenance the record of office consumable items
- Any other duty assigned by Officer In-charge.

**Qualification & Experience:**

- Minimum Bachelor degree from recognized university
- Computer literacy is essential.
- At least 1 year of relevant experience.
- Prior experience of working in government department/Foreign aided project in the field of office caretaker is highly desirable.

**Selection Method:**

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## **Terms of reference**

### **Dispatch Rider**

#### **Background**

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3. To promote an environment of pluralism and tolerance in the Province through a raised awareness of a varied culture and heritage.

#### **Major Responsibilities**

- Carry from one place to another within and outside office premises officials files / papers / dak.
- Dispatch items/paperwork/letters when required and directed to.
- Inward outward Daak Entry.
- Coordinate with different department regarding submission of meeting notice.
- This dispatch rider is required to bring his own motorcycle to carry out all the official activities for which the office will pay fuel allowance against the services.
- Any other duty that may be assigned to him by his Officer In-charge.

#### **Qualification & Experience:**

- Minimum matriculation degree
- Candidate must be well versed of Govt departments address across the Lahore.
- At least 1 year of relevant experience.
- Prior experience of working in government department/Foreign aided project is highly desirable.

#### **Selection Method:**

Through open competition after advertisement in the Press Selection to be made by Recruitment Committee of PMU (PTEGP).

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## **Terms of reference**

### **Receptionist**

#### **Background**

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#### **Major Responsibilities**

- Correspondence, Connect & answer phone calls in a timely manner and direct calls to the correct offices.
- Entry of inward/outward dispatch of Daak.
- Create and manage both digital and hardcopy of filing systems/ Diary functions.
- Maintain complete record of Guests arrival and departure.
- Perform the functions of letter dispatch, Fax, Scanning of official documents, official email address maintenance etc.
- Any other duty that may be assigned to her by Officer In-charge.

#### **Qualification & Experience:**

- Qualification: Bachelors' degree with professional computer training.
- Experience: Must have at least 2 years of experience as a receptionist or of operating computer based telephone exchange in a reputed organization in public or private sector. Computer proficiency and experience of telephone exchange software will be given preference.
- Females are encourage to apply

#### **Selection Method:**

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**Terms of reference**  
**Office Boy/ Naib Qasid**

**Background**

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**Major Responsibilities**

- Attend to general arrangement and tidiness of office furniture;
- General arrangement and tidiness of the office, furniture including re-dusting of office furniture, record etc.
- Arrangement of refreshments for the staff & for guests.
- Carry from one place to another within and outside office premises officials files / papers / dak as and when required.
- Shift articles of light furniture e.g. chairs, side racks, small side-tables, etc. from one place to another within the office premises;
- Any other duty that may be assigned to him by his Officer In-charge.

**Qualification & Experience:**

- Middle
- Prior experience of working in government department/Foreign aided project is highly desirable.

**Selection Method:**

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## **Terms of reference**

### **Janitor/Cleaner**

#### **Background**

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#### **Major Responsibilities**

- Clean office furniture and office premises;
  - Attend to general arrangement and tidiness of office furniture;
  - Shift articles of light furniture e.g. chairs, side racks, small side-tables, etc. from one place to another within the office premises;
  - Emptying waste bins or similar receptacles, transporting waste material to designated collection points
  - To dust, damp wipe, wash or polish furniture, ledges, window sills, external surfaces of cupboards, radiators, shelves and fitments
  - General arrangement and tidiness of the office, furniture including re-dusting of office furniture, record etc and
- Any other duty that may be assigned to him by his Officer In-charge.

#### **Qualification & Experience:**

- Literate

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