

Job Description

Job Title: Receptionist/Administrative Assistant

Reports to: Human Resource Manager

Duty Station: Country Office, Addis Ababa

Terms of employment: one year with possible extension

Number required: 1 (one)

JOB SUMMARY:

The Receptionist/Administrative Assistant serve as Amref health Africa's front desk contact with visitors, staff and vendors / clients at the Country Office; represent maintain the image of Amref health Africa.

Duties and Responsibilities:

- Provide administrative as well as clerical service; maintain the image of Amref health Africa through timely and appropriate processing of the below;
 - o Flight ticket booking and confirmations;
 - o Filing incoming and outgoing letters;
 - o Organizational stamp seal management; keeping record of letter dispatched;
 - o Manage booking of meeting rooms per request;
 - o Assist regional admin related support requested to Country Office.
- Receive telephone calls, courteously handle callers and visitors, and immediately direct to the respective departments;
- Ensure timely collection, prompt distribution, and dispatch of incoming and outgoing letters;
- Maintain and update staff contact list and share with all staff, maintain files incoming mails to obtain the requested information;
- External visitor management: Handle clients/visitors, schedules appointments, update organization calendar every quarter, coordinate logistic requests (including Hotel reservation and payment);
- Participate in the preparation of Amref health Africa's special events, meetings and Trainings.
- Ensure proper operation/functioning of machines such as photocopier, printer, scanner, telephone and computer;
- Disseminate information accurately and immediately;
- Secure organized reception area at all times;
- Maintain organized and accessible filing of incoming and outgoing at all times;
- Maintain cooperation among support staff at all times;
- Perform other related tasks as assigned by the immediate supervisor.

Job Requirements

Required Education and Experience:

- Diploma/Degree in Secretarial Science and Office Management, or related field;
- Minimum three years (for diploma) / two years (for degree) of work experience in hotel & hospitality or related;
- Verbal and written communication skills to interact clearly with customers, vendors and employees
- Fluency in English and local languages;

- Effective communication skills: good interpersonal skills to create a pleasant experience for all customers, such as being personable and attentive
- Exhibit the highest level of professionalism at the reception and with good listening skills to respond appropriately and interact positively;
- Excellent customer handling skill, responsive to internal and external customers;
- Demonstrates ability to maintain confidentiality.