

ROLE PURPOSE

Role Title: Receptionist	Division: Programs	Location: Ethiopia	Date: November 2023
Employment type: Full time Fixed Term	Reports to: Operations Manager	Number of direct reports: Nil	Leadership Band: Leads Self

Purpose of the role:

The “Receptionist” is accountable to act as the immediate face of The Fred Hollows Foundation Ethiopia (FHFE), providing general administration, logistical and clerical support to FHFE country office under the direct supervision of the Operations Manager.

The “Receptionist” will own the outcomes of:

- A range of front office services such as answering and transferring telephone calls, placing phone calls as requested and take & relay information/messages and seek clarification where not clear.
- Manage the correspondences (incoming and outgoing) and handle all secretarial work of the organization as requested by the Managers, Supervisors, and department offices.
- An excellent point of contact between SMT and internal or external stakeholders/partners
- Efficient meeting/event organization and booking meeting rooms, effective calendar setting as required by departments.
- New administrative systems, such as record management for the country office.
- Ontime office logistical support in the day-to-day office activities, taxi transfers for FHF staff and visitors to ensure effectiveness of program work.
- Processing timely flight requests and receipts from staff and visitors which includes airport transfers, booking of accommodation, processing of visas and other travel documents ensuring value for money.
- Central repository for all central communications, documentations, and administrative services.

Our Capabilities:

As a member of The Foundation Family, you will:



1. Live by the values of The Foundation and support The Foundation’s culture, performance, and brand.
2. Adhere to all The Foundation’s policies and procedures.
3. Strengthen the health, safety, and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute to all interactions.

Essential Experience:

- At least 3 years work experience preferably in a similar role within an international organization preferably in NGO
- Customer service orientation.
- Experience in managing travel and hotels bookings.
- Using IT systems and packages, in particular Microsoft Office.
- Diary management and appointment booking using manual and computerized systems.
- Working in a busy office environment.

Skills:

- Strong communication skills including fluency in written and spoken English.
- High sense of integrity, ethics, and confidentiality
- Strong analytical skills.
- Effective problem-solving skills.
- Excellent interpersonal skills to establish effective working relationships with internal and external partners.
- Highly organized, detail-oriented, and active listener.
- Outstanding organizational and time management skills including the ability to priorities and multi-task work.
- An energetic self-starter with the resilience, pace, interpersonal flexibility, and comfort with ambiguity to succeed within the evolving and sometimes demanding contexts.

Desirable Experience:

- Interest in international development and working with multiple countries across time zones and culture, intellectually curious.
- Possess time bound “Key Performance Indicators” for self and team to monitor multiple requisitions.

Qualifications:

Minimum of BA Degree in Secretarial Science and Office Management, Business Administration, Business Management or equivalent required.

Travel: International/Domestic

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific details

The position involves:

This position is recognised as having “Contact with Children” either direct or indirect

Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

To work in The Foundation, you will:

- Be eligible to work in Ethiopia.
- Undergo background check including criminal records and qualifications check.
- Undergo working with children check for positions that are identified as working with children.