

Job Description – Front Office Executive

Team: Administrative

Reporting relationships:

Functionally to the Head of Operations and Resource Mobilization/ Executive Director

Full Time: Full-Time (Working hours: 8.30 am to 5.00 pm – Monday to Friday)

Purpose of the Job

Responsible for managing all front office functions, assisting in logistical coordination for projects and events and managing Executive Director's calendar

Main Job Functions

- Manage the front office reception area, telephone switchboard and calls
- Managing Executive Director's calendar
- Assistance in travel and visa matters of staff
- Assist in logistical needs for field work and events
- Assist in office administration

Key Result Areas

- Manage the front office reception area, telephone switchboard and calls
 - Maintain the front office area
 - Answer the telephone, place calls, greet visitors to the organisation and direct them appropriately.
 - Handle all communication including phone, Fax, IDD call register, incoming and outgoing surface and electronic mail.
 - Maintain record of meetings and visitors to the organisation
 - Assist in dispatching external client payments
- Managing Executive Director's calendar
- Assist in logistical needs for field work and events
 - Assist in institutional events, send out invitations, maintain attendees list and other related activities
 - Assist in logistical arrangements for travel, meetings, seminars, workshops, and conferences and attend to material preparation.
 - Assist in administration matters such as: obtaining quotations, attending to office maintenance, liaising with third parties, co-ordinating purchases and any other tasks that may be mutually agreed upon.

Working Environment and Resources

CEPA provides a pleasant physical working environment, with sufficient resources to carry out the job and constructive support from a team of highly motivated professionals.

Equipment and other Resources needed to do the Job

work space, telephone switchboard, Computer and connectivity support

Section 2 – Job Specification

General Education and Experience

Educational Qualifications and skills

GCE(A/L) or GCE(O/L) with a higher certificate in a relevant discipline

Excellent communication skills and working knowledge of English

Ability to work in Sinhala

Ability to work in Tamil will be an added advantage

Professional Qualifications

Experience

At least 1 years of experience

Technical Competencies

Technical Competency	Target Level
Telephone skills	Excellent
Coordination skills	Excellent
Computer literacy(word processing, email, internet, Excel)	Good
Public relations	Excellent

Behavioural Competencies

Competency	Indicators
Planning and organizing	Considers implications before taking action, Generally meets deadlines, Able to work with alternatives
Team work	Actively pursues good team working relations, Willingly helps team colleagues to achieve objectives or deadlines when workload high, Maintains contact with individuals who depend on/ influence own work
Drive for results/Independent work	Can demonstrate alternative ways of doing things, learns from mistakes; rarely repeats errors, Positive in attitude to task or objective
Initiative	Considers if there is a better way of doing things, Takes responsibility to put things right if problems occur
Decision Making	Regularly consults with colleagues and considers impact of decision, Usually accurate in recognizing nature of the decision required

Disclaimer: The information written in this Job Description indicates the general nature and level of work to be performed. This Job Description is not designed to contain or be interpreted as comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this job. While employed in this position, an employee maybe required to perform other assignments not listed on this Job Description.