

Job Description (Region)

This form enables us to accurately post your position on external sites. The information provided here will be featured in the job post. Please do not use acronyms or industry jargon. Be clear and concise in your answers to the open-ended questions. Incomplete forms will delay posting. Once this form is complete, email it to the HRSC at hrservicecenter@care.org.

Note: All position grades are determined by the Global Total Rewards Team in People & Culture (HR). Please DO NOT fill in the "Grade" box below.

Position Information

| | |
|---|--|
| Position title: Junior Administration Officer | Date requested: 16/10/2024 |
| Type of position: Program Support | Grade (for HR use only): C |
| Division: Administration Division | Department: Administration Department |
| Country: Lao PDR | Incumbent's name (if applicable): Not applicable |

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

PURPOSE OF THE POSITION:

There are two areas of focus of this position:

1. Administration: is responsible for front desk, staff's (national, international and visitors) travel arrangement management, administration and logistics support to CARE Laos. She/he supports the Admin Manager to coordinate activities in administration, procurement, logistics, human resources and safety/security. This position also supports national and international staff members and visitors.
2. Communication: is to support the Communication Team, including communication administration when necessary.

This position is based in Vientiane Capital – Country Office, with sometime travel required to other sites when is needed.

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1

FRONT DESK MANAGEMENT (RECEPTION):
 ? Welcome all visitors, all visitors are greeted and promptly transferred to relevant CARE staff;
 ? Answer phones in a timely and professional manner and direct communications to their destination;
 ? Attend to front desk general queries including receiving of visitors and arranging of appointments for/ with CARE Laos staff;
 ? Prepare the monthly payments and procurement of communication usage such as: phone bills etc.;
 ? Greet guests in a professional manner and direct them to their destination;
 ? Ensure accurate message taking for staff who are not available;

20

% of time

JOB RESPONSIBILITY 2

OFFICE MANAGEMENT:
 ? Make sure the registration system of incoming and outgoing document is set up and keep filing properly (included electronic mean);
 ? Provide logistic arrangement for workshop/training/meetings and manage the CARE Vientiane Office meeting room reservation;
 ? Manage meeting rooms' facilities such as LCDs, speakers, speaker phones and meeting facilitation materials on so on to make those facilities are available in each meeting rooms or providing them by requests. As well as keep records of the borrowers;
 ? Maintain Vientiane Office stationaries, tonners and kitchen items and place order in monthly basis and stock take to ensure sufficient quantity for monthly consumption;
 ? Assist staff in printing, binding, faxing, scanning, sorting, photocopying and filling document when is required;

20

% of time

JOB RESPONSIBILITY 3

PROCUREMENT SUPPORT:
 ? Assist Logistics with colleting of quotations as requested;
 ? Process some partial procurement work especially fuel for vehicle, stationery and kitchen stuff;
 ? Arrange and prepare the record and report about stationery and kitchen items balance to the line manager;
 ? Maintain first-aid supplies and make orders when any items are missing or out of stock;
 ? Prepare acquittal and payment vouchers for office supplies and services e.g. air-tickets, vehicle rental, international staff lease;
 ? Ensure suppliers' contracts are tracked and renew timely;

20

% of time

JOB RESPONSIBILITY 4

VISA ARRANGEMENT FOR EXPATRIATE STAFF:

- ? Ensure apply and renew visa and approval for international visitor and CARE staff
- ? Ensure all legal documents of the international visitor and staff are recorded and renew accordingly
- ? Responsible for updating the approval and visa status to the line manager for further advice or suggestion.
- ? Undertake drafting the application letter for the approval and visa to submit to the relevant authority.

15

% of time

SAFETY AND SECURITY SUPPORT:

- ? Send welcome package to international visitors/consultants at least 7 days in advance

JOB RESPONSIBILITY 5

COMMUNICATIONS SUPPORT:

- ? Support the Communications team in translation document when needed;
- ? Ensure programming information and contact lists for partners and stakeholders are completed and well maintained;
- ? Assist the Communication team with CARE Laos publicity and events as required;
- ? Support Communications team in developing visuals and documents for usage in internal and/or external communication when necessary.

15

% of time

PARTNERSHIP AND NETWORKING:

- ? Provide clear explanations of CARE Laos program strategy and CARE' s work in Laos to internal and external stakeholders when required; and
- ? Develop and maintain effective relationships with relevant internal and external stakeholders.

OTHER RESPONSIBILITIES AS ASSIGNED

10

% of time

- ? To proactively participate in the Annual Planning and Performance Appraisal (APPA) process including the annual appraisal, midyear review and regular 1:1 meeting, ensuring that the APPA process (including the paperwork) is an integral component of Annual Work Plans and activities;
- ? Engage in emergency preparedness, assist in any emergency response as required;
- ? Promote a safe and secure work environment; foster a culture of safety and security awareness and ensure compliance with the safety and security policies, procedures;
- ? Demonstrate an ongoing commitment to gender equality, diversity and child protection and Safe guarding policy (Protection from Sexual Harassment, Exploitation and Abuse);
- ? Comply with CARE Lao' s financial and operational requirements, foster strong communication between operations and programs teams and uphold high standards of honesty and integrity in personal conduct.

Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

? Minimum Bachelor Degree in Business Administration or relevant fields with minimum 1- 2 years' experience or a minimum technical diploma with 2 years relevant work experience in communication preferably with an International Non-Government Organisation (INGO) and/or private company

Desired

EXPERIENCE AND QUALIFICATIONS:
? Minimum Bachelor Degree in Business Administration or relevant fields with minimum 1- 2 years' experience or a minimum technical diploma with 2 years relevant work experience in communication preferably with an International Non-Government Organisation (INGO) and/or private company;
? Proven experience in front desk management, administration support and communication support and document translation English -Lao and vice versa;
? Demonstrated experience in following standard policies, procedures and processes and ensure the

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

Desired

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. Select Level: **1** **2** **3**

2. What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem

Why does the position fall into this category?

Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE’s Job Classification System

| Level | General competency behavior description | Job Classification |
|----------------|--|---------------------|
| Level 1 | Foundational: Baseline behaviors. | Support |
| Level 2 | Capable: Practical application of the behaviors. | Professional |
| Level 3 | Inspirational: Role models, coaches, and influences demonstration of the behaviors. | Managerial |
| Level 4 | Transformational: Envisions and innovates the next generation of the behaviors. | Executive |

A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies




If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **Strategic Leadership & Execution**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

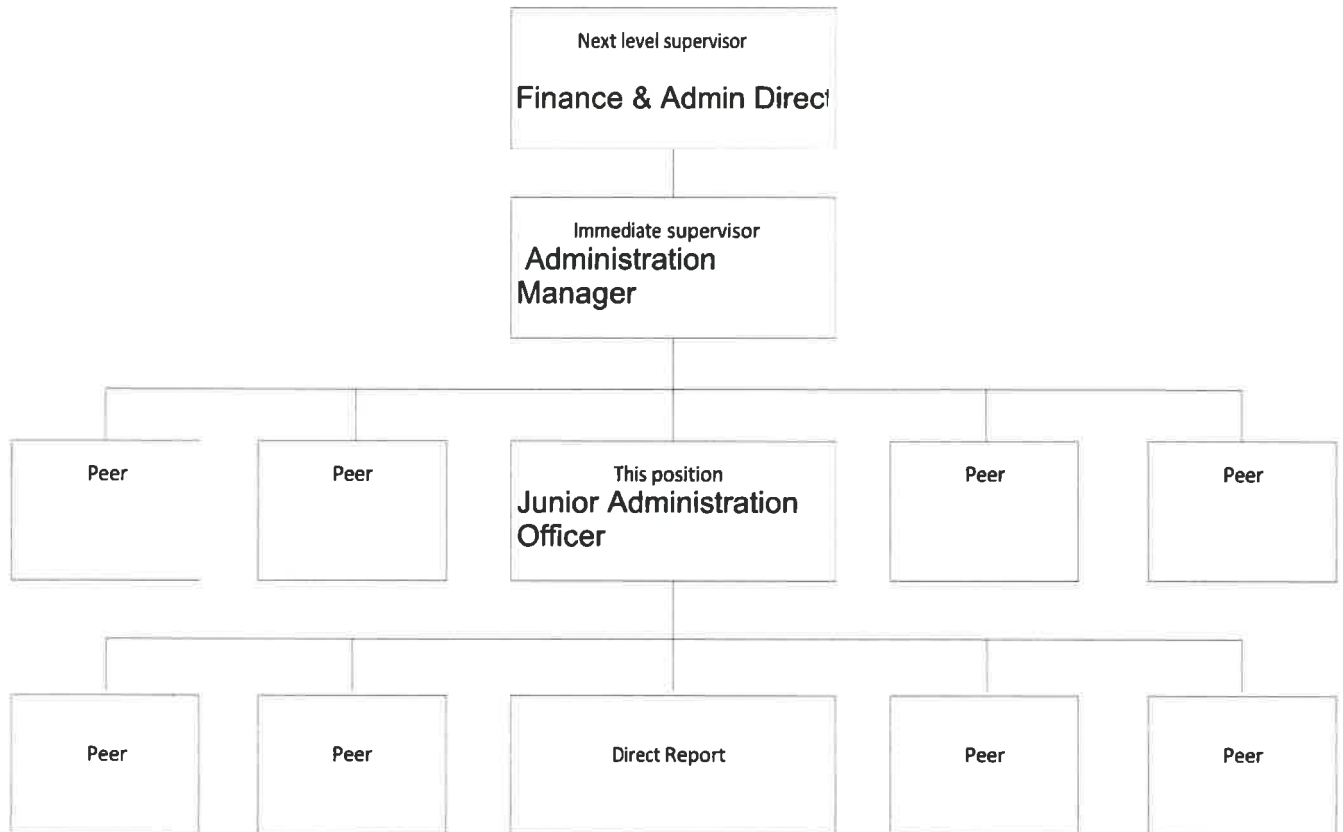
C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE’s Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role.

This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

| Competencies | Proficiency Level |
|--------------------------|--|
| Accountability | 1 - Foundation  |
| Negotiation | 2 - Capable  |
| Teamwork & Collaboration | 2 - Capable  |

Organization



Sign-off

Employee Name:

N/A

Employee Signature:

Date Signed:

Manager Name:

Phetphouthone Soulinethav

Manager Signature:



Date Signed:

10/16/24