

Job Description

Job Description

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 CARE Laos HR Unit.

Position Information

Position Title: Junior Administration Officer	Date requested: 1-May-2026
Type of position:	Grade (for HR use only): C
Department/Project Team: Program Support	
WORK LOCATION: Phongsaly Province	Incumbent's name (if 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.

The Junior Administration Officer is responsible for front desk, staff's (national, international and visitors) travel arrangement management, administration and logistics support to CARE Phongsaly office. She/he supports the Finance Officer to coordinate activities in administration, procurement, logistics, human resources and safety/security. This position also supports national and international staff members, consultants and visitors. This position is based in Khua District, Phongsaly Province - Field Office., with sometime travel to other sites when is required.

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.

30% of time

JOB RESPONSIBILITY 1: FRONT DESK MANAGEMENT (RECEPTION) AND ADMINISTRATION:

- Welcome all visitors, all visitors are greeted and promptly transferred to relevant CARE staff.
- Attend to front desk general queries including receiving of visitors and arranging of appointments for/ with CARE 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.
- Accurately transfer calls to appropriate extensions for staff concerned.

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- Ensure Reception area is clean and tidy every day;
- Ensure timely travel requests from the staff are booked properly either by bus or air.
- Make sure the registration system of incoming and outgoing documents is set up and keep filing properly (including electronic means).
- Provide logistic arrangements for workshop/training/meetings and manage the CARE Phongsaly Office meeting room reservations.
- Manage meeting rooms' facilities such as LCDs, speakers, speaker phones and meeting facilitation materials so on to make those facilities available in each meeting room or provide them by requests. As well as keep records of the borrowers.
- Maintain Khua, Mai and Samphan Office stationary, 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 filing documents when required.
- Clean and maintain all office equipment, including photocopying machines, fax, printers, office telephone and so on, and record the default issue.
- Assist in requesting office supplies, refreshment and other administration tasks.
- Follow up and facilitate refilling fuel of all CARE Phongsaly Office vehicles.
- Maintain and assure that vehicle registration and insurance records are current.
- Follow up with Drivers on daily vehicle checks.

30% of time

JOB RESPONSIBILITY 2: 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. vehicle rental;
- Ensure suppliers' contracts are tracked and renew timely.

20% of time

JOB RESPONSIBILITY 3: LOGISTICS AND ASSET MANAGEMENT:

- Assist the finance officer on the registration, marking, and tracking of all assets on receipt of the asset(s);
- Logistics and Program staff are involved in this asset management process as appropriate;
- Assist the finance officer to ensure update of asset and property disposals.
- Support line manager to conduct asset physical checks and update asset lists in Phongsaly Office including collaborating with relevant offices in Mai and Samphan to ensure the asset lists are updated every 6 months;
- Support line manager of any hand over letter/ asset disposal process.

20% of time

JOB RESPONSIBILITY 4: SAFETY AND SECURITY AND OTHER RESPONSIBILITIES.

- Act as the backup CARE Laos Safety and Security Focal Point (SSFP) for country office;

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- Send welcome package to international visitors/consultants at least 7 days in advance before their arrival.
- Coordinate with staff who hosts to welcome visitors.
- Ensure and follow with staff to complete all requirement documents for international travels;
- Draft a letter, inform the Department of Foreign Affairs, and coordinate/notify relevant district offices when foreign guests visit the provincial office.
- Support line manager to conduct the Safety and Security Risk Assessment.
- Coordinate with the driver for any vehicle plan and booking by the staff in country office if there is any on daily basis.
- Support line manager for providing the orientation when having new staff or visitors join on board.

OTHER RESPONSIBILITIES.

- Proactively participate or manage in the Annual Planning and Performance Appraisal (APPA) process including the annual appraisal, midyear review and regular 1:1 meetings, ensuring that the APPA process (including the paperwork) is an integral component of Annual Work Plans and activities;
- Demonstrate an ongoing commitment to gender equality, diversity and commitment to the safeguarding policy on Protection from Sexual Harassment, Exploitation and Abuse (PSHEA) and child protection;
- Comply with CARE Lao's financial and operational requirements, foster strong communication between operations and program 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

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;

Desired

- Proven understanding of working with an International Non-Government Organization (INGO) and a willingness to learn about CARE, gender equality and women's empowerment activities.
- Fully understand about CARE & donor policy & procedure especially on the Procurement policy.

Experience/Technical Skills

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

Required

- 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 implementation of basic standard transactions;
- A willingness to learn about CARE's gender equality and women's empowerment activities;
- Proven ability to manage and acquit a cash advance;
- Demonstrated good interpersonal skills, sound judgment, planning, problem solving and team building skills;
- Ability to work as a team member and contribute his/her capabilities to group objectives and works effectively in a group setting;
- Demonstrated organisational and time management skills and ability to work under pressure and to organize and manage workload to meet deadlines;
- Demonstrated characteristics in honesty, reliability, trustworthiness with the ability to maintain confidentiality;
- Very good (intermediate) oral and written Lao and good oral and written English; and
- Intermediate knowledge in Microsoft Word and numeric skills.

Select Level:

- 1. What has to be done and how to do it are clearly defined, and the incumbent with face identical or similar problem on a regular basis
- 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.
- 3. Why things are done is known, but what has to be done and how to do it is not defined. : Situation are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?

- Would be able to deal with the procurement's work and follow with the policy and regulation.
- Will be able to create a more positive work environment for team members and partners.
- Successfully resolving issues and lead higher job satisfaction among teams & others.
- Would be able to better service and meet partner and donor expectations.

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.

ລະດັບ <i>Level</i>	ຄຳອະທິບາຍຄວາມສາມາດດ້ນພຶດຕິກຳທົ່ວໄປ <i>General competency behavior description</i>	ການຈັດປະເພດວຽກ <i>Job Classification</i>	ຕຳແໜ່ງ/ເກຣດ <i>Position/Grade</i>
ລະດັບ 1	ພື້ນຖານ: ພຶດຕິກຳພື້ນຖານ. Foundational: Baseline behaviors.	ວຽກສະໜັບສະໜູນ Support	ແມ່ບ້ານ/ພະນັກງານຍາມ- Junior Officer Cleaner/Guard – Junior Officer (Grade A-C)
ລະດັບ 2	ຄວາມສາມາດ: ພຶດຕິກຳທີ່ສາມາດປະຕິບັດຕົວຈິງ. Capable: Practical application of the behaviors.	ວິຊາການ Professional	ພະນັກງານໂຄງການ-ທີ່ປຶກສາຂັ້ນອາວຸໂສ Project Officer- Senior Advisor/Manager (Grade D-H)
ລະດັບ 3	ການສ້າງແຮງບັນດານໃຈ: ເປັນແບບຢ່າງ, ຝຶກສອນ ແລະ ສ້າງແຮງຈູງໃຈສາທິດໃຫ້ເຫັນພຶດຕິກຳ. Inspirational: Role models, coaches, and influences demonstration of the behaviors.	ຄຸ້ມຄອງ Managerial	ຜູ້ອຳນວຍການ - ຫົວໜ້າອົງການ Director- CD (I-CD)
ລະດັບ 4	ການຫັນປ່ຽນ: ຈິນຕະນາການ ແລະ ສ້າງສັນພຶດຕິກຳລຸ້ນຕໍ່ໄປ. Transformational: Envisions and innovates the next generation of the behaviors.	ບໍລິຫານງານ Executive	ຫົວໜ້າອົງການ CD

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.

- **RELATIONSHIP BUILDING : 1. Foundational**

Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.

- **INCLUSION 1. Foundational**

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 1. Foundational**

Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.

- **DELIVERING RESULTS 1. Foundational**

Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.

- **COMMUNICATION 1. Foundational**

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.

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- *Strategic Leadership & Execution* 1. N/A

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* 1. N/A

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 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 position to succeed in their role. This may be used in performance conversations and as a guide for staff development.

Competencies	Proficiency Level
1. Ability to influence staff to understand the procurement policy and follow the donor rule & regulation.	2. Capable
2. Effective communication with internal staff & partners together with the government counterpart.	1. Foundational
3. Continuously seeks opportunities to learn the new thing, owns growth and learns from failure.	1. Foundational

Organization Structure

