

**PEOPLE
& CULTURE**

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 & Procurement Officer	Date requested: 26/05/2026
Type of position:	Grade (for HR use only): C
Department/Project Team: Program Support	
WORK LOCATION: Vientiane Capital	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.

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. Procurement: is to support on procurement work including seeking for supply source, collecting the quotation, prepare the SBA and create the PO, receiving goods and prepare the payment request.

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: COMPLIANCE:

10% of time

- Support the line manager on compliance with CARE USA Procurement policy /Country office policies and Donor requirements.
- In cooperation with managers and staff promote organizational cohesion and learning organization through coordination and information sharing with and between all staff; and
- Demonstrate a passion and commitment to CARE's approach and values including gender equality, ethnic diversity and cultural sensitivity and inspire leadership on these issues through the CARE Laos team.
- Support the line manager on the actions on reported non-compliance on CARE USA Procurement policy /Country office policies and donor requirements.
- Report to the line manager or SMT of any areas of concern of potential or suspected violations of policies and procedures.

JOB RESPONSIBILITY 2: ADMINISTRATION:

20% of time

- 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.
- Accurately transfer calls to appropriate extensions for staff concerned; and
- Ensure the Reception area is clean and tidy every day.
- Ensure timely travel requests from the staff are booked properly either by bus or air
- Support the line manager for the arrangement of visas and work permits for CARE international staff/consultants/visitors.
- Support the line manager to prepare the letters to the CARE partners for CARE meetings.

JOB RESPONSIBILITY 3: PROCUREMENT SUPPORT:

20% of time

- Assist Logistics by collecting quotations as requested.
- Process some partial procurement work, especially fuel for vehicles, 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 renewed timely.
- Ensure Air ticket is tracked and recorder for further reporting.
- Support line manager on the procurement process such as collecting the quotations, prepare the Summary Bid Analysis and create the Purchase order, Good Receipt and Payment voucher.

JOB RESPONSIBILITY 4: ASSET MANAGEMENT SUPPORT:

10% of time

- Support line manager to conduct asset physical checks and update asset lists in Vientiane Office including collaborating with relevant offices to ensure the asset lists are updated every 6 months;
- Support line manager of any hand over letter/ asset disposal process.

JOB RESPONSIBILITY 5: VISA ARRANGEMENT SUPPORT:

10% of time

- 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 renewed accordingly
- Responsible for updating the approval and visa status to the line manager for further advice or suggestions.
- Undertake drafting the application letter for the approval and visa to submit to the relevant authority.

JOB RESPONSIBILITY 6: VEHICLE BOOKING SUPPORT:

10% of time

- Coordinate with the driver for any vehicle plan and booking by the staff in country office if there is any on daily basis.

JOB RESPONSIBILITY 7: STAFF MANAGEMENT AND TRAINING:

5% of time

- Support line manager for providing the orientation when having new staff or visitor join on board.

JOB RESPONSIBILITY 8: SAFETY AND SECURITY:

10% of time

- Act as the backup CARE Laos Safety and Security Focal Point (SSFP) for country office;
- Send welcome package to international visitors/consultants at least 7 days in advance before their arrival;
- Ensure the RED form of visitors/consultants (both national and international consultants) are filled and filed in the correct files;
- Coordinate with staff who hosts to welcome visitor.
- Arrange phone and sim card for visitors.
- Ensure and follow with staff to complete all requirement document for international travels;
- Ensure staff provide a copy of their visa for filing when travel internationally.
- Support line manager to conduct the Safety and Security Risk Assessment.

JOB RESPONSIBILITY 10: PARTNERSHIP AND NETWORKING:

5% of time

- 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 5% of time**

- 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;
- 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 on 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;
- Proven experience on the procurement and program support
- 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;

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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. 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.

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ລະດັບ <i>Level</i>	ຄຳອະທິບາຍຄວາມສາມາດດ້ານພຶດຕິກຳທົ່ວໄປ <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.

- **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

