**ADMINISTRATIVE OFFICER – JOB DESCRIPTION TEMPLATE (JDT)**

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| **Qualities** | **Description** |
| **Summary** | * Efficient and effective administrative and technical support for local office and staff ensuring all programs and operations have adequate support needed. The Administration Officer plays a key role in the management of information inside, through and out of the organization by providing general administrative and technical guidance to the local office. The AO exercises independent judgment in planning and organizing a diversified workload and recommends changes in office practices to improve efficiency and dealing with a diverse group of callers and visitors at all levels, both internal and external to CRS, and ensure all are treated in a professional and courteous manner.
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| **Key Responsibilities** | **Administration:*** Provide all administrative support to the Management Quality/Head of Office and Country Program in general
* Manage filing and distributing all incoming and outgoing mail/faxes/letters/documents.
* Maintain a centralized CRS/Local office filing system, including a regularly updated master file list and train new staff in the system.
* Support CRS Country Program (main office and field offices) by managing technical infrastructure (procurement for photocopier, faxes, telephones); arranging for equipment servicing and repairs when needed.
* Creating, maintaining and updating the national and international staff contact lists (telephones, mobiles, e-mails and address lists) as required.
* Send/receive DHL pouches with itemized inventory list and prepare necessary payment paperwork.
* Log all international calls by fund/project number or identify as personal calls.
* Manage Mobile telephone phone bills. Implement current mobile phones policy.
* Coordinate deliveries with Fleet Manager/Drivers.
* Manage Petrol Coupons box (in determined hours).

**Travel and Logistics:*** Assist international staff with entry and residency visas; create and update a checklist for all visa requirements, arrange airport and hotel pickups, border swaps, hotel reservations, meeting appointments etc. Liaise with Fleet, the host and the guest.
* Handle all international (via Travel Center) and domestic travel arrangements as requested and ensure timely and clear communication with relevant parties in writing.
* Manage hotel reservations for visitors or new staff as needed
* Assist with international travel arrangements as requested
* For international staff, manage all apartment related costs (collect utility bills and prepare payment requests for electricity, telephone, rent, etc. and submit to Finance for payment)

**Rental Agreements:*** Maintains accurate and competitive rental agreements for apartments/houses, office and warehouse rent contracts, and ensuring processing the payment schedule as per agreements.

**Visitor Services*** Develop a Welcome Package for visitors and new staff, containing, maps, currency and exchange information, restaurants, and office and contact information.
* Coordinate with Fleet Manager for visitor’s transportation needs (border exchange, airport pickup, etc.)

**Financial Duties and Responsibilities:*** Manage the petty cash account (collect completed petty cash request forms, verify signatures and receipts and disburse cash if approved) in accordance with CRS/Local Office cash management procedures.
* Manage office supplies in accordance with CRS property management regulations.
* When meetings are being held in the office, organize assistant to arrange breaks and provide beverages. Order snacks and lunches as directed.
* Support program staff in organizing workshops, conferences and other public events.
* Maintain hygiene supplies (cloths and detergents) and refreshments for meetings (coffee, cups etc.), as per assistant’s report.

**Communication, Coordination and Other Duties:*** Coordinate with Program Support Department staff members, Project Managers and Project Officers and Partners as required.
* Responds to audit queries in a timely and professional manner when necessary.
* Any other responsibilities as directed by the Operations Manager/Head of Operations, and Country Representative.
* Keep senior management informed of all law changes that might have influence on CRS mission in CP
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| **Key Working Relationship** | **Internal:**Frequent contact with all Departments within CRS at CP and Regional level.**External:**Visitors, guests, and CRS staff doing business with the local office |
| **Agency-wide Competencies** | * These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.
* Serves with Integrity
* Models Stewardship
* Cultivates Constructive Relationships
* Promotes Learning
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| **Personal Skills** | * Must be scrupulously honest and always foster an atmosphere of trust and integrity.
* Good computers and ICT skills, fully capable with Microsoft Office (MS Word, Excel and PPT), and experience conducting internet sourcing and price comparisons.
* Demonstrated ability to perform fast, efficient and maintain discretion and confidentiality while maintaining the agency's high standards.
* Good negotiator.
* Experience conducting legal review and changes in applicable laws.
* Good data analysis skills.
* Good organizational skills.
* Excellent interpersonal communication skills and relationship builder.
* When necessary be able to relay ideas and concepts to partners in an accessible manner.
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| **Qualifications** | * BA/BSc Degree in law, economics, business administration or related field from recognized institution.
* At least 3 years of relevant experience is required.
* Demonstrated ability to communicate clearly and concisely in written and spoken English
* Proven ability to prepare reports and maintain complete files and records.
* Knowledge of local work and social security laws
* Good English-language communication skills (verbal and written)
* Proficient in MS office suite including Word, Excel, Outlook
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| **Disclaimer** | * This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.
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| Employee | Name | Signature | Date |
| Supervisor | Name | Signature | Date |
| CR or Designate | Name | Signature | Date |