JOB DESCRIPTION

Position title: Administrative Assistant/Receptionist

Reporting to: Finance & Administration Officer

Supervises: None

Location: Kasese

Grade: A2

I. Mission of the Department:
To ensure the development and implementation of the WWF Uganda Conservation Strategy to the highest standards.

II. Major Functions

This position is responsible for the proper handling of the front desk, ensuring all incoming and out-going calls are attended to in addition to professionally attending to the organization’s guests.

Administratively, the position will support the operations of the organization by liaising with the Office Assistants to ensure good office stewardship. Internally the position will interact with all project staff.

III. Major Duties & Responsibilities

Front Desk

- Receiving and guiding all visitors to WWF UCO.
- Providing general information to visitors about WWF UCO and where possible about the network.
- Undertake switchboard operations namely:
  - Receive and transfer(distribute) all incoming calls;
  - Book all outgoing calls as requested;
  - Record all outgoing trunk and International calls on a permanent register;
  - Promptly report to Telkom of any breakdowns affecting WWF telephone lines.
- Keeping the reception area neat and tidy at all times.
- As a first point of contact, alert the Administration Officer or Senior management of any incidences that may pose a security risk to the office or staff.
- Ensure that all important visitors to the WWF UCO sign the visitors’ book and that the book is properly handled.

Administrative duties

Support the Administration/Operative team as regards:

- Liaising with Office Assistants, ensure that photocopying and binding of documents is done as requested by senior staff;
• Ensure that recording and franking of out-going mail with liaison of Office Assistants is done and charged to respective projects accordingly;
• Monitor the fax machine for all incoming and outgoing faxes. Ensure that all incoming faxes are distributed to the relevant staff immediately. Ensure that all outgoing faxes are promptly transmitted.
• Ensure that all the main doors and windows (general areas) to the WWF offices are duly locked securely after office hours.
• Liaising with the Finance & Administration Volunteer, analyse all the telephone/fax bills monthly with a view to ensuring that costs are properly charged to the relevant cost centres.
• Liaise with the Executive Assistant in managing and maintaining the weekly leave in/out schedule.
• Liaising closely with the Executive Assistant, Country Director's Office, develop and maintain a partner's contact database regularly.
• Liaise with the Head of Finance and Administration to ensure regular responses to employment cum business requests are done regularly.
• Provide secretarial support services to senior staff as requested.
• Upon requests from the Communications Unit, assist the department in maintaining a radio database.
• Assist with bookings of the boardroom in consultation with the Administration Officer.
• Perform filing of documents emanating from the Administration Officer such as visas, work permits, foreign affairs, imports, quotations, etc.
• Ensure the faxing of travel authorisation forms and forwarding the same to Accounts department.
• Any other duties as may be assigned by line manager or his/her seniors.

IV. Profile

a) Required Qualification
• A minimum of a good pass in ‘O’ level;
• Trained Secretary cum Receptionist with a minimum of 3 years experience in a busy office;

b) Required Skills
• Excellent computer applications knowledge e.g. MS office;
• Excellent use of email systems;
• Fluent in English Language, both spoken and written. Knowledge of French will be an added advantage;
• Good physical outlook with excellent interpersonal skills, a pleasant personality;
• A good team player;
• Ready to work for long hours.

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.