

Position:	Front Desk Officer/Administrative Assistant
Division:	Administration
Report to:	Administration Manager
Band:	B
Position Objective	
The Millennium Challenge Account (MCA) in Timor-Leste, collaborating with the Government of Timor-Leste and the Millennium Challenge Corporation (MCC) of the Government of the United States of America, is responsible for implementing the \$420 million Timor-Leste Compact, which, together with an additional contribution of \$64 million from the Government of Timor-Leste, represents a total \$484 million investment in Timor-Leste. The Compact aims to address human capital development as a binding constraint to economic growth in Timor-Leste through two projects: the Water, Sanitation, and Drainage (WSD) Project and the Teaching and Leading the Next generation of Timorese (TALENT) Project. The Front Desk Officer/Administrative Assistant, reporting directly to the Administration Manager, provides support in a range of front desk administrative services including manning the front desk, organization of event logistics, travel arrangements, and maintenance of office inventories and filing systems.	
Duties and Responsibilities	
• Manage the front Desk Operations for both the MCA-Timor Leste Offices and ensure that visitors and dignitaries are directed to the relevant offices accordingly. • Maintain a clean and organized reception area, ensuring a positive first impression of the office. • Greet and assist visitors in a courteous and professional manner. • Manage incoming calls, including answering, screening, and forwarding calls, taking messages, and providing information as required. • Maintain security by following procedures, monitoring logbook, and issuing visitor badges. • Support the coordination of mail and courier services, including receiving, sorting, and distributing mail/deliveries. • Assist in scheduling and coordinating meetings, appointments, and room bookings. • Organizes logistics and materials for workshops, meetings, and events to support smooth-running activities. • Processes visa applications and travel arrangements, travel disbursements, and other travel-related requirements in accordance with MCA travel policy to support programmatic activities.	

• Initiates communication within the MCA and with external service providers, to ensure that logistical preparations for workshops, meetings, and events are in place allowing sufficient leeway in case of changes in schedule or venue. • Maintains an inventory of office supplies and equipment ensuring that stocks are replenished on a regular basis and faulty equipment is repaired as needed facilitating workplace efficiency. • Maintains filing systems and databases of all division and project documentation to ensure that activities are well-documented in support of planning and auditing processes. • Oversees the Office Assistant and monitors office administrative and maintenance tasks.			
Requirements (Education, Experience, Technical Competencies)			
• High school diploma required; further education or certification in office administration or related field preferred. • A minimum of three (3) years' experience general administrative experience including managing front desk operations. • Previous office management experience within a Corporate, INGO or International Organizations is an added advantage. • Excellent written and verbal communication skills in English, including writing professional emails to a variety of audiences. • Proficiency in Microsoft Office Suite and office management software. • Strong organizational and multitasking abilities. • Knowledge of administrative and clerical procedures. • Customer service attitude and ability to interact with a variety of stakeholders. • Professional appearance and demeanor.			
This Position Description is subject to revisions/updates as necessary to ensure alignment to the organization's strategic direction and structure. Revisions to the description are subject to applicable Human Resources policies and procedures, and official versions of each Position Description are maintained by Human Resources.			
Original Drafted by:	Abraham Kausa	Date:	13/08/2023
Reviewed by:		Date:	
Approved by:		Date:	