

## **Administrative Support Personnel - Promoting the Quality of Medicines program**

**Description:** Administrative Support Staff

**Job purpose:** Providing administrative and office supports to in-country PQM technical team

### **Job Duties:**

- Works under the direct supervision of the Chief of Party
- Provides administrative and office support to the country technical team with detailed duties as follows:
  1. Administration and Secretariat
    - Receive, screen and distribute incoming correspondence
    - Draft English & Vietnamese correspondence, finalize correspondence/reports for signature
    - Take minutes of meeting
    - Manage the filing system (hard copy and electronic files)
    - Manage, maintain, and share schedules among the PQM country team
    - Welcome guests and answer the phone and provide guidance for external and internal communication with diplomacy and courtesy
    - Develop and update database of partners and donors
    - Assist in preparing presentations and other documents in English and Vietnamese
    - Other duties as assigned
  2. Translating/interpretation
    - Translating non-technical documents related to the program when required
    - Participate to meetings for direct interpretation when required
  3. Logistics:
    - Assist the PQM country team in preparing travel arrangements, hotel and flight reservation
    - Assist in the PQM program meetings, workshops, seminars
  4. Others
    - Obtain documents and information from PQM partners, related agencies/institutions
    - Collect updates about the PQM program
    - Contribute to the communication on PQM activities in Vietnam and in the region

**Office location:** Mostly based in Hanoi. Ability to travel when required

### **Requirements:**

- University degree with a minimum of 2 years of relevant experience
- Fluency in English and Vietnamese, both oral communication and writing
- Ability to handle multiple tasks simultaneously and to prioritize and respond in a timely manner
- Good organizational and interpersonal skills
- Capacity to work as a member of a team

- Computer literate with strong skills in use of Microsoft Office package (Word, Excel, and PowerPoint)
- Understanding of Vietnam pharmaceutical system is a plus
- Experience working with INGOs is a plus