

Updated: 09 Aug, 2016

TERMS OF REFERENCE

Position Title: Office Assistant/Receptionist
Position Description: Full time position responsible for Receptionist work
Reports to: Operations Director
Main place of work: Hanoi, Vietnam
Period of employment: One year contract with possible extension

BACKGROUND

The USAID Governance for Inclusive Growth (GIG) Program supports Vietnam's efforts to achieve sustainable and equitable economic growth by working with the Government of Vietnam, its private sector, and civil society organizations to maintain the momentum in expanding market reforms, institutional modernization, and global integration in trade. Further, the Program strives to ensure that growth reaches all segments of Vietnam's population by implementing targeted initiatives to address the unique challenges faced by historically disadvantaged and vulnerable groups, as well as to empower women.

The Program has five high-level objectives:

1. Increased trade and investment
2. Enhanced private sector competitiveness
3. Strengthened rule of law and judicial effectiveness
4. More effective public administration and financial management
5. Greater social and economic inclusion for all citizens

The Program will provide technical assistance, training, and other direct support to the government, led by the prime program partner, the Ministry of Justice (MOJ), to strengthen policy-making, implementation, oversight, performance management, and other accountability mechanisms. It will promote greater exchange, networking, and sharing of information nationwide within and between the government, private sector, and civil society organizations, including social organizations, research centers and universities. Program activities will include, but not be limited to: providing training programs and workshops, data collection and analyses, public awareness forums and communications campaigns; technical assistance particularly in relation to Vietnam's commitments under the Trans-Pacific Partnership (TPP); grants to empower and increase economic participation of women, ethnic minorities, and other vulnerable groups; and facilitation of innovative partnerships with the business community.

The Expected Results (ERs) of the program are:

- ER 1: A clear and transparent legal and regulatory framework
- ER 2: Improved accountability of public institutions
- ER 3: Improved inclusion and expanded opportunities for vulnerable populations

INDICATIVE RESPONSIBILITIES OF THE POSITION

- Answering the telephone, receiving and greeting guests/visitors.

- Sending, receiving, filing and recording information about postal, pouch, fax and office's correspondence.
- Assisting the Operations Director in maintaining an effective office filing system, including copying, scanning documents.
- Assisting the Operations Director in formatting and/or editing program documents.
- Handling necessary procurement procedures for office/stationery supplies and/or equipment as required.
- Assisting the Operations Director in managing the document courier service.
- Assisting the Operations Director in entering workshop data into the software after each event activity
- Assisting the Operations Director in providing logistic support for booking travel and accommodations for staff and consultants, and in processing required travel authorizations.
- Providing assistance in preparing logistics for meetings and workshops when required.
- Other duties when required.

PLACES OF WORK

The main place of work will be at the Program office in Hanoi, Vietnam. Travel inside the country is expected as required by program activities. Work and travel will be in compliance with the policies and procedures of the Program.

QUALIFICATIONS AND KEY COMPETENCIES

- College/University degree in a relevant field such as office administration, English or related field.
- Experience in a Receptionist position is a plus.
- Fluency in English language including reading, writing and speaking skills.
- Computer skills and experience on formatting/editing documents (excel, word, power point, outlook) are preferred.
- Cheerful attitude, detail-oriented, excellent interpersonal and communication skills and ability to work in a team.
- Ability to work independently, prioritize tasks and to take initiative.

HOW TO APPLY

Applications will be reviewed on a rolling basis but this application window will close on COB August 19, 2016. To apply, please submit a cover letter and CV only to HR@VietnamGIG.com. Other supporting documents are not required until the final round of interview. Please include the position title in the subject line email following this format: Application - Name of position – Your full name. Only short-listed candidates will be contacted. No telephone inquiries please.