

POSITION DESCRIPTION

POSITION TITLE:	DATE:
Administrative Associate	1 st December 2023
REPORTS TO:	APPROVED BY:
Executive Support Officer (ESO)	President/CEO
JOB OVERVIEW	
<p>The Administrative Associate will be responsible for providing assistance to the Administrative arm of the organization. S/he will report directly to the Executive Support Officer (ESO) and will be critical in offering administrative and front desk services for the organization. S/he will be expected to have exceptional organizational skills with the ability to ensure that the organization is able to meet its administrative needs in a strategic and resourceful way.</p>	
KEY DUTIES AND RESPONSIBILITIES	
<p><u>Key Duties and Responsibilities:</u></p> <ul style="list-style-type: none"> • Manage the organization’s switchboard by way of answering, screening and redirecting telephone calls appropriately. • Monitor and address assigned email accounts/systems. • Craft and distribute written correspondence, memos, letters and forms as directed. • Assist with planning meetings and taking minutes were appropriate. • Assist with Filing. • Assist with creating and managing administrative dashboards. • Assist with staff scheduling needs as directed. • Update and maintain office supplies and inventory listings. • Prepare reports and/or presentations as needed by the Administration team. • Carry out clerical duties and administrative functions as assigned. • Research and coordinate travel arrangements as directed. • Assist with organizing and coordinating organizational socials and special events as directed. • Organize and schedule meetings and events as directed. • Welcome, assist and redirect guest as they enter the organization’s main entry points. • Keep a record of guest or visitors wishing to engage with the organization and redirect them accordingly to the relevant department. • Serve as point of contact between internal team members and guest/visitors. • Ability to navigate and manage complex office systems. • Any other duties assigned by immediate supervisor. 	

KNOWLEDGE & REQUIRED SKILLS

Job Related Competencies & Skills

- Flexibility and Time Management Skills
- A Team player
- People Skills & Emotionally Intelligent
- Sound knowledge of the Administration & Hospitality field
- Strong Organizational skills and Multitasking abilities.
- Sound verbal and written communication skills
- Disciplined and self-motivated
- Ability to work with minimal supervision and/or independently
- Pays attention to detail and thorough in practice
- Computer Literacy and sound knowledge of word, excel and power point.
- Confidential, honest and possess reliable and strong work ethics
- Adequate knowledge of CTI's overall vision, purpose, core values & overarching goals
- Knowledgeable in Administrative/ hospitality procedures and best practices
- Proven ability to work well within a team
- Self-motivated and results-oriented

EXPERIENCE & QUALIFICATIONS

Educational & Professional Certifications:

- High School Diploma
- Associates Degree in Office Administration, Business Administration or related field.
- At least two (2) years relevant experience in Administrative Work and/or Front Desk Services would be advantageous to the post.

Acknowledged and agreed by:

Date