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| JD TEMPLATE VERSION | July 2021 |
| JD LAST REVIEWED ON | June 2025 |

PMF Template 1.2.1

Job Description

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| Job Title | Receptionist and Administrative Officer | | Reports To | HR & SS Team Leader | Job Level | 4 | Location | Thapathali, Kathmandu |
| Objective of the job  The job holder will …..in order to….. | | The job holder will provide effective administrative and logistical support to Site Team members and all UMN teams, ensuring the smooth operation of reception and administrative activities for UMN Thapathali Offices and its programmes. | | | | | | |

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| Areas of Responsibility | Decision Making | Qualification & Experience |
| **Administrative and Office Operations**   * Maintain registers and stock records for consumables like fuel and gas. * Manage scanning, photocopying, faxing, document translation/typing, and digital filing. * Operate the internal phone system and maintain billing records. * Handle incoming/outgoing mail and courier services locally and internationally. * Maintain administrative files, update telephone directories, and assist with team meeting arrangements.   **HR and HRIS Support**   * Support recruitment by managing applications, scheduling interviews, and communicating with candidates. * Update and maintain staff records in HRIS. * Handle enrolment and updates for Social Security Fund (SSF), including KYC verification, ID processing, and termination. * Manage enrolments and updates for UMN’s Medical Plan and coordinate with Finance.   **Logistics and Event Management**   * Provide logistics and admin support for meetings, trainings, workshops, and events (e.g. board meetings, Staff Bhetghat, Christmas programmes etc). * Arrange venues, supplies, refreshments, travel, and ticketing as needed. * Coordinate shared services and internal cost charging (e.g. vehicles, motorbikes, interdepartmental services).   **Finance and Payment Support**   * Prepare payment requests and process advance settlements for the Site Team. * Ensure timely payments to vendors, service providers, and service seekers. * Prepare leave reports and calculate overtime for Site staff. * Support medical claim processing and official purchasing settlements. * Contribute to annual budget planning by providing logistical and cost inputs.   **Asset and Equipment Management**   * Maintain accurate asset records in the Assets Management System and support annual insurance processes.   **Additional Support**   * Maintain IMT and First-Aid kits in offices and vehicles. * Support the Site Manager and HR&SS team as needed. * Liaise regularly with the line manager for task planning and prioritisation. | * Independently manage daily administrative tasks such as phone, fax, photocopying, and mail services. * Plan and prioritise tasks effectively with minimal supervision, knowing when to act independently or seek support. * Identify and approach the right person for advice or guidance when necessary. * Contribute actively to team decision-making and participate in staff meetings. * Liaise regularly with colleagues and the line manager to ensure smooth coordination and task completion. | * Bachelor's degree in Business, Administration, Commerce, or a related discipline. * At least two years of relevant experience in administrative and reception roles, with proven skills in support service and office logistics. * Experience in handling mail services, phone operations, logistics coordination, photocopying, and faxing tasks. * Strong communication skills in both Nepali and English, with the ability to translate documents as needed. * Proficient in computer applications, including MS Word and Excel; familiar with Nepali typing. * Demonstrated ability to work effectively as a team player in a busy administrative environment. |
| Dimensions | Skills, Attitudes, Behaviours |
| * Active member of the HR and Site Management team, working closely with the Line Manager and HR & Site Management colleagues to ensure consistent service delivery. * Plan, manage, and monitor day-to-day and long-term support service activities aligned with organisational goals and quality standards. * Provide efficient support services to all teams, contributing to the smooth operation of the Thapathali office. * Maintain positive relationships with staff, visitors, service providers, and other stakeholders. * Remain flexible and willing to take on additional responsibilities during high-demand periods, ensuring timely task completion. | * Self-motivated, proactive, and able to plan, organise, and complete tasks independently with minimal supervision. * Flexible, punctual, honest, cheerful, polite, and open-minded, with a strong service-oriented attitude. * Team-oriented and always willing to assist others, regardless of the task or role. * Capable of handling pressure and managing multiple priorities effectively. * Strong interpersonal and communication skills, with the ability to liaise confidently with colleagues, service providers, and visitors. * Open to feedback, receptive to learning, and able to respond to criticism constructively. * Proficient in MS Word, Excel, and both spoken and written English and Nepali. * Committed to UMN’s values and consistently models its working culture. |