

Position Title	Reception and Administration Officer
Reporting To	Office and Administration Coordinator
Duration	1 Year (with a possible extension)
Contract Type	Locally Engaged (LES)
Abt Associates	<p>The Reception and Administration Officer (RAO) must demonstrate a high level of commitment to following values of Abt Associates:</p> <p>Mission-Driven. We are united by our mission to improve the lives of people worldwide.</p> <p>Global. We are a global community, bringing diverse knowledge, expertise, and perspectives to the many challenges faced by today's world.</p> <p>Committed to Excellence. We strive to meet and exceed the highest professional standards.</p> <p>Collaborative. We know that working collaboratively produces excellence.</p> <p>Accountable. We take responsibility for what we do and how we do it.</p> <p>Balanced. We sustain the energy and commitment we bring to our roles by promoting a healthy balance between our personal and professional lives.</p>
Duty Statement	The Reception and Administration Officer is responsible for managing reception and administrative duties in the Australia-Timor-Leste Partnership for Human Development (PHD) office. These duties include managing the office reception area, SURF (Support Request Form), Dashboard, Visas (Special Stay) and undertake required admin duties as directed.

<p>Specific Duties</p>	<p>The Reception and Administration Officer will support the following functions:</p> <ul style="list-style-type: none"> • Reception • SURF (Support Request Form) • Special Stay Visas <p><u>Reception</u></p> <ul style="list-style-type: none"> • Ensure visitors are welcomed to the PHD office in a professional, friendly and confident manner, and direct them to where they need to go. • Receive incoming correspondence/deliveries and ensure they are delivered to the correct PHD section/staff member. • Maintain a record of all incoming correspondence/deliveries. <p><u>SURF (Support Request Form)</u></p> <ul style="list-style-type: none"> • Manage with oversight from DTL-Operation & Program Manager and coordinate the PHD's internal operational booking and request system (SURF). In addition to the daily management of the system, the RAO will be responsible for the following tasks, working within designated deadlines to identify and detect any issues and problems which may arise before they do <ul style="list-style-type: none"> ○ Continually checking and updating SURF inbox, following up outstanding SURF requests ○ Ensuring SURF Report is up to at the end of each day and confirmed to supervisor <p><u>Dashboard</u></p> <ul style="list-style-type: none"> • Provide support to the Operations Team as required, including through the PHD weekly Dashboard <ul style="list-style-type: none"> ○ Update Dashboard with municipal travel and large events from the SURF data ○ Consult with HR Dili and HR Brisbane for staff/visitor movements <p><u>Special Stay Visas</u></p> <ul style="list-style-type: none"> • Manage the special stay visa process for incoming staff members and international advisers for the program <p><u>Admin</u></p> <ul style="list-style-type: none"> • Provide logistical and administrative support as requested to the Operations and Technical Teams, and the Team Leader as requested • Other duties, as required.
<p>Performance Indicators</p>	<ul style="list-style-type: none"> • Ensure effective delivery and management of all Reception, SURF, Dashboard, Special Stay Visa tasks and required admin for the PHD Office. • Provide Reception/administrative support as requested to the Operations and Technical Teams.

	<ul style="list-style-type: none"> • Work collaboratively and build effective relationships with key internal and external stakeholders. • Ensure complete, accurate and timely management of administrative activities.
<p>Key Requirements</p>	<ul style="list-style-type: none"> • Three or more years' professional administrative experience providing support to an office and management. • Demonstrated organisational and time management skills. • Flexible and able to work effectively on multiple tasks. • Excellent interpersonal and communication skills. • Demonstrated ability to build and maintain positive professional relationships across a team and with a range of stakeholders. • Able to work well in a team, as well as ability to manage and oversee reception responsibilities without supervision. • Friendly phone manner and pleasant personality. Professional appearance. • Good attention to detail. • Fluency in English and Tetun-Prasa essential, with demonstrated strong written and verbal ability.