

# FRONT DESK ASSISTANT

## Position Description

**Location:** Kathmandu

**Position Status:** Short -time, Regular

**Salary Level:** S3

**Current Team Member:** N/A

## About Mercy Corps

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future. Mercy Corps has been operating in Nepal since 2005, implementing programs in food security, agriculture, market development, financial services, girl's education, climate change adaptation and disaster risk reduction. We take a systems-based approach in our programming, with the aim of improving the lives and potential of vulnerable individuals and communities across Nepal.

## Program / Department Summary

Since October 2020, Mercy Corps is implementing BHAKARI program to enhance food and nutrition security, reduce future humanitarian caseload and improve the resilience of communities to recurrent shocks in the Karnali Province in Nepal. The program is a Multi-Year Emergency Food Security Activity funded by USAID's Bureau for Humanitarian Affairs, and implemented in 6 districts (Mugu, Jumla, Kalikot, Surkhet, Achham, and Dailekh, with cluster hubs in Surkhet and Jumla) in the Karnali River Basin area. The program, called "Building Hope Along the Karnali River Basin (Bhakari)", is somewhat built upon many of the successes of the Nepal team's previous Food for Peace program which ended in January 2020, the PAHAL program, but with some new districts and a much heavier emphasis on emergency response. It includes program components of agriculture and market systems, disaster risk reduction, water for productive use, natural resources management, and a large emphasis on a gender and social inclusion approach, all with a highly integrated multi-sectoral approach.

## General Position Summary

The Front Desk Assistant will be facilitating the smooth management of routine front desk and front desk related administrative work of Mercy Corps Kathmandu office. The Front Desk Assistant will coordinate and provide support to Country Director, Director of Program, Chief of Party, Operation Unit, Finance, Unit, Program Unit and staff individual for managing incoming & outgoing telephone calls, handling the visitors, mail deliveries, assist accommodations reservations, vehicle booking and flight reservations booking (this require the compliance of US Flags Carriers) and etc. The Front Desk Assistant must have a good understanding and knowledge about the INGOs field of work regulations and working environment.

## Essential Job Responsibilities

- Manage telephone calls including answering telephone calls, transfer calls, taking messages, maintaining telephone numbers, and placing phone calls as requested. Maintain "while you were out" notes.
- Make appointments for staff or for specific employees, such as Country Director, Director of Program and Chief of Party etc.
- Serve visitors by greeting, welcoming, and informing respective staff and directing visitors to the correct office and staff.
- Handle visitors by informing, answering, or referring inquiries.

- Coordinate incoming & outgoing mail and deliveries including sending & receiving mail and faxes. Collect the mails from the General Post Office, checking for dispatch & receiving monthly mail/package to Portland HQ and other MC Nepal Field Offices in coordination.
- Keeps a safe and clean environment at the reception area by complying with procedures, rules, and regulations.
- Manage vehicle movement requests for Kathmandu staff and visitors on first come first basis.
- Responsible for maintaining notice boards at reception, managing daily newspaper in hangars, maintaining mailboxes, and keeping them updated, clean and neat in appearance.
- Assist Finance and Operation Departments in processing payments for vendors. Managing the processing of bills and documents and helping clients or customers if they have any questions. Responding to all customer inquiries in a polite and timely manner.
- Organize documentation and files for billing, customer, and client records, etc.
- Maintain safety and security by following Mercy Corps safety and security procedures, monitoring visitor's logbook, and issuing visitor cards.
- Support for managing Mercy Corps indoor and outdoor events and meetings.
- Contributes to team effort by accomplishing related results as needed.
- Coordinate with Regional Field Office at Dhangadhi, Surkhet and Jumla for mail deliveries, assist accommodations reservations, vehicle booking and flight reservations bookings.
- Conduct themselves both professionally and personally in such a manner as to bring credit to Mercy Corps and to not jeopardize its humanitarian mission.
- Other duties as assigned.

### **Liaison, Coordination and Collaboration**

- Establish good relations and coordination with Kathmandu Office Staff, Field Office staff, visitors and vendors.
- Work closely with the Finance Department, Program Department, Operation Department and HR Department.
- Adhere to the MC Code of Ethics and uphold Mercy Corps' Zero tolerance of corruption policy.

### **SECURITY**

- Ensure compliance with security procedures and policies as determined by country leadership.
- Proactively ensure that team members and community operate in a secure environment and are aware of policies.

### **Accountability to Program Participants**

- Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants and to international standards guiding international relief and development work, while actively engaging participating communities as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.

### **Others**

- Mercy Corps as a humanitarian agency is expected to respond as and when crisis and humanitarian situation engulfs. As MC employees all staff are expected to be part of humanitarian and emergency response in addition to their regular roles and responsibilities.
- Create and sustain a work environment of mutual respect where team members strive to achieve excellence.
- Conduct himself/herself both professionally and personally in such a manner as to bring credit to Mercy Corps and not to jeopardize its humanitarian mission.
- Other duties as assigned by his/her supervisor and or Country Director.

**Supervisory Responsibility:** Support Staff – Office Attendant

## **Accountability**

**Reports Directly to:** Head of Operations; Kathmandu.

**Works Directly with:** Kathmandu based Operation, Finance, HR and Program Teams.

## **Knowledge and Experience**

- At least bachelor's degree or equivalent.
- Minimum 2 years' work experience of managing Front Desk with I/NGOs and have experience managing front desk.
- Computer skills with MS word, Excel, Internet, and PowerPoint are required.
- Independent thinker and have strong organizational skills; demonstrated experience scheduling and managing staff from multiple departments.
- Ability to handle multiple tasks and work independently is required.
- Fluency in written and spoken English and Nepali required.
- Effective writing skills to prepare log sheets and documentation.
- Ability to work effectively with an ethnically diverse team in a sensitive environment.

## **Success Factors**

The Front Desk Assistant will have to demonstrate that they have a clear understanding of administrative tasks related to the front desk. They should be multi-tasking, prioritizing, problem solving and simultaneous attention to detail as well as strategic vision are essential. They should also have the willingness and ability to work effectively with a wide variety of people, as well as have the ability to work as part of a team and coordinate with internal staff and external visitors and callers. They should be conscientious with an excellent sense of judgment. They should have the ability to work simultaneously on multiple tasks. Strong spoken and written English language skills are a must. They will have proven ability to learn quickly, take initiative, and be accountable for results. They will have an ability to think creatively about contributing directly and measurably to different departments and Staff. The most successful staff members have a strong commitment to teamwork and accountability, thrive in evolving and changing environments and make effective written and verbal communication a priority in all situations.

## **Ongoing Learning**

In support of our belief that learning organizations are more effective, efficient, and relevant to the communities we serve, we empower all team members to dedicate 5% of their time to learning activities that further their personal and/or professional growth and development.

## **Diversity, Equity & Inclusion**

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives.

We recognize that diversity and inclusion is a journey, and we are committed to learning, listening, and evolving to become more diverse, equitable and inclusive than we are today.

### **Equal Employment Opportunity**

Mercy Corps is an equal opportunity employer that does not tolerate discrimination on any basis. We actively seek out diverse backgrounds, perspectives, and skills so that we can be collectively stronger and have sustained global impact. We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

### **Safeguarding & Ethics**

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC. We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to Mercy Corps Code of Conduct Policies and values at all times. Team members are required to complete mandatory Code of Conduct e-learning courses upon hire and on an annual basis.