

Job Title : Administrative Support Officer

Accountable to : Finance/Administration Supervisor

Accountable for : Administrative Support to SILAKA overall need and in equipment maintenance and operation;

Job Summary :Administrative Support Officer's primary responsibility is to support SILAKA staff and SILAKA Office with basic administrative support and basic equipment and It operation.

The AS Officer will plan, coordinate, direct, and design all operational for a smooth work flow for the day-to-day operations.

The AS Officer will work under the direction of the Administrative/Finance Supervisor. S/he will work closely with all staff in other departments to identify, recommend, develop, implement, and support cost-effective service from outside for needed technology solutions for all aspects of SILAKA work. S/he will facilitate the smooth support to program staff on administrative tasks.

Detail Responsibilities

- Administrative support:
 1. Manage the front desk of SILAKA office; Make sure it is pleasant to visitors;
 2. Take telephone message and make sure it gets to the proper staff;
 3. Manage the log on photo copy. Make sure all personnel log in all the copy(they make);
 4. Manage office supplies inventory. Make appropriate consolidation of needed supplies once a month for purchase for each program;
 5. Maintain the correspondence log;
 6. Manage courier services as appropriate;
 7. Supervise and coordinate scheduling security and cleaning services as needed;
 8. Maintain the equipment in good order; Make sure it is logged and inspect for completeness when return. Make quick report with irregularity with person involved;
 9. Oversee negotiation and administration of vendor, outsourcer, and service agreements. Maintain relationship with suppliers for services; Log their services on services log;
 10. Support the project in making phone calls to confirm attendance;
 11. Take staff attendance records;
 12. Compile and record staff leave absence and vacation;
 13. Update the update of the inventory list on annual basis;
 14. Assign and coordinate SILAKA driver, security and housing contractors to undertake tasks needed to upkeep the office.
 15. Maintain update personnel files in good standing with labor law.

- IT, telephone, and equipment operation support:
 1. Debug the internet and Wi-Fi operation to run smoothly;
 2. Support with electrical equipment support, including the copy machine, the refill of ink for printers, or electrical equipment and lighting;
 3. Call IT contractor to do minor fixing or giving an estimate of cost to send for approval before making it;
 4. Maintain the record for regular maintenance of air-conditioners in the office;
 5. Calling providers of internet, telephone, and copy machine for regular maintenance and fixing;

- Policy contribution:
 1. Provide and or guide personnel to the current personnel policy and help in the enforcement of the operation;
 2. Support the management with filing of pertinent data base of address and contacts, reports, and minutes of all meeting;
 3. Support management team with taking of meeting minutes of the MT meetings;
 4. Provide recommendation to MT on possible policy amendment to help make policy for effective in the implementation;
 5. Develop and implement IT policies and procedures, including those for file maintenance, recovery, and storage of electronic files;
 6. Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding IT activities.

Qualifications:

- Formal Education & Certification University degree in the field of computer science or in administration/management 1years related work experience.
- BA Degree in either of the fields or Bachelor of Business Administration with technology as a core component preferred.

Experiences:

- 3years' experiences working on administrative support in an office;
- Proven experience basic office equipment (computer, printer, LDC projector, Copy machine, etc..) operation and functioning;
- Good understanding and technical knowledge of current network and PC operating systems, hardware, protocols, and standards;
- Ability to use telephone, basic photo taking, basic social network (Facebook, Twitter, email, etc)
- Ability to type both English and Khmer;
- Experiences in organizing both electronic and hard copy folders/file, and supplies inventories;
- Ability to develop basic work plan and budgeting for business office operations.
- Demonstrated ability to apply IT in solving business operation problems.
- In-depth knowledge of applicable laws and regulations as they relate to IT.

- Basic understanding of human resource management principles, practices, and procedures is a plus;
- Knowledge of basic protocol in correspondence and in organizing events is desirable.

Personal Attributes

- Good leadership skills;
- History of honesty and with high ethical conduct;
- Excellent written, oral, in Khmer and English skills;
- Proven good interpersonal communication skills.
- Ability to conduct and direct research into IT issues and products and services providers;
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Extensive experience working in a team-oriented, and collaborative environment.

Salary range: \$450 to \$650