Job Description

Job Title: Office Administrator/Receptionist
Department: Administration
Reporting Line: Director, HR and Administration
Location: Kinshasa
Job Objective: Coordinating and providing administrative support to office activities and operations in order to achieve business efficiency and compliance to Company policies and procedures

Key Duties & Responsibilities

- Ensure general management of the office, overseeing operational efficiency, effective communications and other types of strategic and tactical planning
- Manage the reception area, visitors receive excellent customer service and are made to feel welcome and are treated with respect and directing them to the relevant office/personnel
- Manage the office phone system – incoming and outgoing calls and transferring them as appropriate
- Manage timely outgoing and incoming mail, statutory payments and parcels as required and provide proper documentation thereof
- Arrange meetings and conferences by scheduling appropriate times, booking rooms and planning for catering and refreshments
- Bookings and reservation of external venues for meetings, catering services, activities and events
- Handle international and local travel logistics for the Company as provided for in the policy; tickets, visa, insurance, hotels, ground transport, etc
- Provide secretarial services for planning of Board meetings
- Facilities management; including supervising general office cleanliness and staff, timely fumigation, general repairs, scheduled renovations and refurbishments
- Act as primary liaison between the Company and building management, providing information, answering questions and responding to requests
- Follow up on utilities invoices and bills and reconciling to ensure accuracy before payments are made
- Reconciliation of business expenses and provide reports
- Ensure that all statutory licenses are paid on time and displayed as required
- Support annual office budgeting processes, recommendations/suggestions
- Prepare monthly reports for billing, payment records and status of budget
- Compile and maintain a database for all vendors of the department
- Procure and keep stock of office stationery and supplies and place orders when necessary
- Periodically review Administration Policies and Processes to ensure that they up to date and align with the business strategy

Minimum Qualifications

- Diplma in Business Administration or equivalent
- ICT proficient

Experience & Skills

- Minimum of 3 years of relevant work experience in a busy environment
- Strong planning, organising, co-ordination and prioritising skills
- Experience developing processes and systems
- Ability to manage multiple priorities and solve problems in a fast paced environment
- Excellent written and verbal communications skills evidenced by previous work history and accomplishments
- Good analytical skills and able to collate and interpret data from various sources
- Comfortable handling confidential information
- Ability to adapt to changing situations in a calm and professional manner
- Good interpersonal skills, natural aptitude for dealing with people
- Experience of working in the telecoms industry will be an added advantage

Attributes

- Client focused, relationship builder
- Integrity, honest with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships

How to Apply

Qualified candidates are encouraged to apply by submitting their updated CV including three referees. The deadline for application is 09 May 2024. Applications should be sent to hr@openaccessdc.net indicating the job position in the subject line.