



Peace Corps – NEPAL

Attachment I: Personal Services Contract Statement of Work

Position Title: Administrative Assistant/Receptionist

Work Hours: 40 hours a week

Position Summary:

Under the supervision of the Director of Management and Operations, the Administrative Assistant/Receptionist is the staff member with the first contact with the public. This position is responsible for answering phone calls/emails. In addition, s/he is responsible for the compilation and dissemination of information including faxes, mail, incoming Volunteer forms, etc. This person needs to be very flexible and manage many responsibilities and this requires a good knowledge of computer skills, patience and attention to detail. S/he collaborates with all staff in all facets of their work, providing support and suggestions for developing and refining the projects and training program. This position also includes inventory duties.

MAJOR DUTIES AND RESPONSIBILITIES

Reception Duties

- Greets all visitors, Volunteers and staff as they enter/exit Peace Corps in professional manner. Meets Visitors at the Guard booth and escorts them to their appointed meetings when necessary.
- Answers the main telephone for Peace Corps and facilitates professional office communications. Takes professional messages and transfers phone calls to appropriate staff members. Ensures correct information is given to callers concerning schedules of staff members and their whereabouts if applicable. Provides general information for incoming callers when appropriate.
- Assures back-up is in place for answering main telephone lines when away from desk.
- Assists staff and Volunteers (when authorized) in making outgoing calls/faxes.
- Maintains/updates staff telephone list, emergency information and organizational chart for Peace Corps Nepal.
- Manages the use of long-distance telephone logs used by staff and Volunteers to accurately record official telephone expenses for Peace Corps Nepal. Ensures that all staff and Volunteers who use official phones understand and comply with the policy of recording official long distance calls and personal calls if applicable.
- Records, Sends and files incoming/outgoing faxes, letters, and staff PC mailings via post and Embassy pouch. Ensures that all documents are correctly registered with time and date indicating receipt and time of sending.
- Receives, files and disseminates incoming faxes, mail and Volunteer forms. Processes incoming mail, including sorting and posting it in appropriate Staff and Volunteer boxes.
- Facilitates forwarding mail to Volunteers or American staff that already left the country. Works with General Services Unit staff to ensure scheduled pick-ups/delivery of mail at the post office and American Embassy.

Volunteer Support Duties:

- Maintains Volunteer files; performs VIDA functions and updates records as appropriate.
- Assists with generation and distribution of weekly Volunteer Roster and Volunteers Whereabouts report from VIDA.
- Prepares ID and Emergency cards for Trainees and Volunteers.
- Assists with organizing the Administrative portion of the COS conference. Maintains and distributes necessary forms to departing Volunteers.
- Assists with the Early Termination/Resignation process.
- Maintains/updates Volunteer/staff mailboxes names/labeling.

Inventory Duties

- Serves as Medical Supply Inventory Clerk (MSIC). Responsible for maintaining Medical Inventory Control Log in compliance with MS 734.
- The PCMO will provide specific forms to maintain records of SPCS and give to the MSIC on a monthly basis per the guidance in MS 734.
- Maintains Property Inventory database (Bar Tracks) according to the requirements of MS 511 and the Property Management Handbook.



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Other Duties:

- Responsible for acknowledging all MS policy updates, printing the updates and filing them in the master MS policy binders located in the DMO office.
- Responsible for maintaining conference room reservation schedule on office share and posting on conference room door. Provides guards with list of visitors in the event of conferences/event.
- Maintains expendable office supplies and coordinates supply orders with GSM.
- Assists with other procurements as needed.
- Serves as backup for Executive Assistant & Timekeeping (selected tasks).
- Assists the DMO and Financial Specialist with filing and other administrative duties.
- Periodically performs Duty Officer functions requiring 24/7 on-call availability.

Occasional Money Holder

The PSC may be required to courier cash and/or purchase orders to various vendors who furnish supplies and/or services to training sites, or other locations as directed by the Contracting Officer. The PSC may also be required to courier cash to PC Trainees or Volunteers. The PSC will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the PSC will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the Contracting Officer.

SAFETY AND SECURITY:

Per MS 270, all members of the Peace Corps staff must be familiar with the Emergency Action Plan and their responsibilities in the event of an emergency. The Administrative Assistant must be knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

POSITION ELEMENTS:

Supervision Received: The Administrative Assistant/Receptionist reports to the DMO or Financial Specialist (second year).

Available Guidelines: Peace Corps Manual, supervisor's instructions; standard forms, and other Peace Corps guidance.

Exercise of Judgment: Exercises judgment within the confines of job responsibilities.

Authority to Make Commitments: None.

Nature, Level, and Purpose of Contacts: Interoffice communication at all levels as required including interaction with HQ, Vendors and Volunteers.

Time Required to Perform Full Range of Duties: The time required for a qualified individual without experience in Peace Corps to perform fully and adequately duties of this position is one year.

REQUIRED QUALIFICATIONS

Education: Bachelor's degree in a relevant field

Prior Work Experience: 3-4 years Administrative experience in a professional office with American or other international organizations.

Language Proficiency: Level IV, both English and Nepali (written and spoken).

Knowledge: International Development Work, Cross Cultural Awareness, Governmental and Non-Governmental Organizations Operations.

Skills and Abilities: Computer experience with special skills in database and spreadsheets desirable, proficiency on adding machines, good working knowledge of administrative procedures, filing, time management and organizational skills, good interpersonal skills and ability to take initiative and work with minimal supervision required. Ability to perform administrative responsibilities efficiently and in compliance with Peace Corps and other relevant regulations required. Exhibits tact and diplomacy with interacting with vendors, contractors and Volunteers.

DESIRED QUALIFICATIONS: Knowledge of basic accounting/budgeting and database programs.