

**MISSIONS OF HOPE INTERNATIONAL  
JOB DESCRIPTION**

**Position:** Customer Service & Admin Officer  
**Reports to:** Manager, Administration and Infrastructure  
**Supervises:** Drivers, Receptionist, Cleaners, Interns  
**Department:** Finance and Administration

**OVERALL JOB PURPOSE:**

To provide an excellent standard of professional customer service and ensure a high level of customer satisfaction by providing needed information and resolving customer problems and complaints. This position will also provide administrative support in logistics and transport coordination to ensure proper functioning of the organization.

**MAIN RESPONSIBILITIES**

1. Welcome visitors courteously and warmly giving them first-hand information about the organization and directing their other queries to relevant departments for more assistance.
2. Ensure that the switchboard is well handled with all incoming and outgoing calls professionally addressed.
3. Handle correspondence; oversee the receiving and distribution of mail and parcels both from the post office, courier services and internally.
4. Participate in and advise the budgeting for logistics and administration.
5. Responsible for raising requisitions and payment requests that fall under general administration.
6. Oversee the management and schedule bookings for meetings in the boardrooms and other common meeting places.
7. Ensure excellent ambience, cleanliness and order at the reception, common areas, meeting rooms and washrooms. Toilets must always have tissue papers and bins emptied regularly.
8. Safeguard property at the reception and ensure that security procedures at the reception are followed.
9. Create and maintain proper documentation, record keeping and filing system.
10. Ensure there is adequate marketing materials/packets and MOHI brochures at the reception.
11. Supports/participates in the organization's Continuous Improvement Program.
12. Contributes to the development and maintenance of standards, policies and procedures regarding customer service.
13. Coordinate and supervise all non-executive drivers, ensuring organizational transport needs are met on timely basis.
14. Manage all company vehicles including usage and trips logs, reconciliation of the fuel account, maintenance, repairs and insurance.
15. Ensure monthly reconciliations of imprest for the unit.
16. Keep or cause to be kept proper record of assets and other properties owned by the organization. This includes and not limited to keeping clear and accurate record of custody of the assets.
17. Any other duties as may be assigned from time to time by the supervisor in furtherance of the MOHI's objectives.

**QUALIFICATIONS AND EXPERIENCE**

1. Bachelor's Degree in Business Administration, Public Relations or related field.
2. Minimum three (3) years' experience in handling administrative tasks in a similar position.
3. Highly developed computer literacy in programs such as MS Word, Excel and Power Point.
4. Knowledge of the basic principles and practices of bookkeeping is desirable.

**SKILLS, ABILITIES AND PERSONAL ATTRIBUTES**

1. High level of motivation, integrity, commitment to Christian values and professionalism.
2. Confident and outgoing personality with good etiquette.
3. Possess excellent organizational, communication and interpersonal skills with great strengths in supervisory skills.
4. Appropriate handling of sensitive information. Strict confidentiality is mandatory.
5. Ability to multi-task and work well under pressure.
6. Good analytical and problem-solving skills.
7. Ability to operate standard office equipment such as computers, telephone systems, binders, copiers etc.
8. Ability to interact with a wide variety of people including guests, staff, students, faculty and senior management.