



Receptionist Statement of Work

The Receptionist provides secretarial and administrative assistance for the Peace Corps office and staff. The receptionist's duties include reception and administrative, financial and human resources tasks. Working under the direct supervision of the Deputy Director of Management and Operations (DDMO), the receptionist works with a cross-section of Administrative Team members, ensuring front desk coverage while maximizing available time to accomplish additional tasks in support of smooth office operations.

DUTIES AND RESPONSIBILITIES

Reception and Administrative Duties

60% of time

- Professionally greets visitors; notifies appropriate staff promptly and directs visitors and contractors accordingly.
- Professionally place calls, answer phones, record messages, and verify that messages have been received by staff and volunteers.
- Directs all queries regarding Peace Corps to the appropriate staff member.
- Keeps the reception area quiet, professional, clean, and organized.
- Maintains assigned files; assists in annual recording keeping exercise to ensure that files are up-to-date and well organized
- Coordinates with courier service providers (FEDEX, DHL) to ensure that all mail and parcels are picked on time and arrive at the PC Headquarters, regional offices and other destinations. Dispatches, receives and logs registered mail (FedEx, DHL, and official mail).
- Coordinates the dispatch of all mail, parcels and supplies that are delivered to Peace Corps.
- Regularly updates telephone directory database for staff and Volunteers.
- Manages storage for Volunteer and staff parcels and mail. Ensures that mail coming into and leaving the office is collected and delivered in a timely manner.
- Receives telephone bills and coordinates with the utility companies on unacceptable invoices.
- Distributes personal bills and keeps a log.
- Maintains a calendar of Admin staff leave.
- Serves as Back up for specified roles of the Travel Coordinator, Voucher Examiner, and Photographer for PC events.
- Assists to make copies or scans of documents for Admin offices as requested by the DMO/ DDMO.
- Maintains and updates the PC directory and phone tree

Human Resources Duties

30% of time

- Tracks bi-weekly staff timesheets, verifies for accuracy and ensuring timesheets are up to date for all staff
- Reconciles leave forms and timesheets for all staff and generates accurate PC-57 reports, on request, quarterly and/or at each fiscal closure and at end of PSC contracts
- Assists in preparing welcome packets for new hires, TDYs and guests

Other Duties

10% of time

- Holds the PCV whereabouts phone and maintains an updated log of information received.
- Assists in special projects related to Volunteers such as the Living Allowance Survey, Settling-in Allowance Survey.

- Provides occasional support as installer for new Volunteers
- May serve as a Government purchase card holder: makes online purchases and performs monthly reconciliations of the Citibank statements and maintains a log of purchases and presents them to the approver.
- Performs other admin and HR duties as assigned by supervisor

Safety and security duties

Immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. Knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.

Temporary Duty (TDY)

The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work as defined will remain the same; however, the duties may be subject to change as determined by the Contracting Officer.

Vehicle Safety

To the extent Contractor is allowed to operate a US government owned, leased, or rented vehicle (GOV) to perform their job duties, the Contractor must operate that vehicle safely at all times and only operate it for official business purposes as defined in 31 USC 1334.

Contractor is encouraged immediately to refrain from texting or from engaging in any behavior that distracts attention from driving safely at any time. Except in an emergency situation, Contractor shall not text message (i) when driving a GOV; (ii) when driving a privately-owned vehicle (POV) while on official government business; or (iii) while using electronic equipment supplied by the government while driving any vehicle (even during off duty hours)

Required Qualifications:

- Completion of secondary school (Minimum BACC)
- Minimum one-year of experience performing secretarial/administrative related tasks
- Fluency in English, French and Malagasy
- Proficient in MS Office (Word, Excel, PowerPoint and Outlook)
- Excellent inter-personal and teamwork skills
- Demonstrated positive attitude

Desired Qualifications:

- Post-secondary education will be considered an advantage
- Experience working with an international organization; experience working with an American organization will be considered an advantage