**WWF-GEF Project**

*Integrated Landscape Management to Secure Nepal’s Protected Areas and Critical Corridors*

**POSITION DESCRIPTION**

**Name :**

**Position Title : Front Desk Assistant**

**Reports to : Field Finance and Compliance Officer (Field) or F&A Manager (PMU)**

# Major Function:

The WWF-GEF project, ***Integrated Landscape Management to Secure Nepal’s Protected Areas and Critical Corridors Project*** is executed by the Ministry of Forests and Environment (MOFE), Government of Nepal. The project’s geographic scope is the Terai Arc Landscape (TAL), Nepal. The project seeks to achieve the following objective: to promote integrated landscape management to conserve globally significant forests and wildlife. Over the five year project period, the objective will be achieved through the implementation of four interconnected components, namely: 1) National capacity and enabling environment for cross-sectoral coordination to promote forest and landscape conservation; 2) Integrated planning for protected area buffer zones and critical corridors in the TAL; 3) Forest and human-wildlife conflict management for improved conservation of targeted protected area buffer zones and corridors in the TAL; and 4) Knowledge management and monitoring and evaluation. Ultimately, the project will result in the reduction of the threats impacting the corridors and protected areas in the TAL, benefitting the ecological integrity of these largely forested areas, the globally significant wildlife populations that they support, and the resilience of forest dwelling communities. The improved conservation and sustainable management of forest resources will result in habitat connectivity, increased carbon storage and sequestration and restoration of degraded habitats and continued delivery of ecosystem services that support local populations.

Under the direct supervision of the Finance & Compliance (F&C) Officer for Banke and Finance & Administration (F&A) Manager for Kathmandu, performs all secretarial services including handling reception, telephone inquiries, correspondence management, bill processing, drafting letters, administrative services, travel management, logistics support etc.

**II. Major Duties and Responsibilities:**

1. **Front Office Management**
* Manage the Reception desk.
* As a first point of contact, projects a good image through good mannerisms and etiquette.
* Manage and maintain the front office efficiently and ensure that the reception area is clean and tidy at all times.
1. **Call Handling**
* Route all telephone calls accurately and courteously.
* Take and relate messages and greet visitors.
* Ensure EPABX system up and running at all times except for technical failures.
1. **Travel Arrangements**
* Undertake travel, accommodation bookings of staff and guests and help them with their travel arrangements.
1. **Petty Cash Disbursement**
* Maintain an accurate record of petty cash in coordination with the F&C Officer/F&A Manager and reports for replenishment of the petty cash.
1. **Assist in Correspondence Management**
* Responsible for all mass mail dispatch.
* All individual letters shall be collected and dispatched with a copy to the Central Filing System.
* Assist the F&C Officer/F&A Manager for mobilizing the messengers for dropping local mails, regular and timely checking of post office boxes, etc.
1. **Arrangement of national workshops and seminars**
* Coordinate and arrange workshops and seminars as required. Provide logistics support for workshops and seminars.
* Act as the focal person for all seminars and conferences. Checks the related bills and passes them to Accounts.
* Communicate with the respective budget holder regarding the exact requirements and acts accordingly.
1. **Office Supplies including First Aid Maintenance**
* Ensure that all office and kitchen supplies are adequately maintained in the office.
* Disburse all stationery supplies to all staff as and when required.
* Maintain and replenish First Aid Kits in all respective areas in regular intervals.
1. **Other Duties**
* Perform other duties as directed by supervisor as and when required.

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**III. Supervisory Responsibility**

N/A

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**IV. Minimum Work Requirements:**

**Knowledge:** Bachelor’s degree in Management related studies.

**Experience:** Minimum 1 year of relevant working experience in similar kind of project or similar sized organization.

**Skills and Abilities:** The position requires familiarity with local dialects. The ideal candidate should be a good team player, possess a pleasant disposition, efficient, honest, and reliable and should be able to work well under pressure. Person should be trained in telephone techniques. Secretarial trainings will be an added advantage

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**V. Working Relationships**

**Internal** – Interact daily with local staff and the supervisor.

**External** - Interact frequently with non-staff individuals, visitors and any outside callers, etc

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**Accepted by**

**Employee:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supervisor:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approved by**

**Country Rep:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_