

Job Description : SERVICES ADMINISTRATOR

Updated as of May 2020

Overview

Under the direct supervision of the Case Manager and the overall management of the Services Director, the Services Administrative Officer is responsible for the overall administrative function of the Services Department – Case Management Team.

KEY RESPONSIBILITIES

Services Administration

- Ensure inventories of groceries, licenses and other yearly permit and documentation renewals are kept and managed.
- Manage inquiries, replies, redirection and compliances through incoming and outgoing emails and telephone calls to Services email addresses, while keeping Administrative Specialist in the loop.
- To maintain the Services Team's Calendar and coordinate logistical needs of the Services Team
- Collate documents and preparing the Services Meeting Minutes
- File of office reports, information and general organising of paperwork
- Assist procurement processes, manage contractors (contracting works) and suppliers (sourcing of supplies) for all shelter premises and furnish Administrative Specialist with necessary documents for procurement of Service's Needs.

Services Activity and Planning

- Manage schedule of activities for Programs needs and activities
- Manage and ensure Social workers and HR schedules are in check to be handed over to HR Officer at third center.
- Assist with statistical Data Management as and when needed, as requested by Services Managers.
- Upkeep of Finance Reporting for Petty Cash and any other cash management system for Services team, refuge and CCC. Ensure necessary documentations are in order as required by Senior Finance Officer
- Manage logistics and scheduling and ensure up keeping of the logistics database

Knowledge, skills, and abilities required:

- Strong commitment to feminist principles and WAO vision, mission, and core values.
- Good knowledge in shelter management, effective time management for scheduling needs
- Good understanding in the Microsoft Office Suite
- Non-judgemental and ability to adopt and practice confidentiality with information and clients
- Ability to work with diverse people, communities, and cultures, with an understanding of cultural awareness practices.
- Ability to work under stress and possess healthy coping mechanism when dealing with stress.
- Bilingual is preferred.