

Administration Service Support

Background Information: Institut Pasteur du Cambodge (IPC) is a Cambodian non-for-profit research institution established in 1953, IPC is today a scientific research establishment declared of public utility placed under the high patronage of the Ministry of Health of the Kingdom of Cambodia and under the responsibility of the Institute Pasteur on the scientific and technical levels. IPC is a member of the Pasteur Network, which brings together 33 institutes present on five continents. It shares the Pasteurian values and the ethical charter to which the Pasteur Institutes are bound. IPC has more than 250 employees, including about 30 expatriates of 10 nationalities and includes 5 research units. It carries out research activities in health biology, public health and service activities (Medical Biology Laboratory, vaccinations and water and food analyses) and training.

Job Family: Administration & Support

Sub-Job Family: Admin / Service / Support

Overview: Roles within the admin / service / support sub-job family at our research institute are essential components of our healthcare delivery system, with a particular focus on the provision of essential clerical, administrative and secretarial business support services, in order to support the efficient and smooth-running operation of our research institute. These profiles are differentiated by task complexity, supervisory skills and the skillsets required for their roles.

| Level | Profile | Purpose |
|-------|---------------------------|---|
| 1 | Service Attendant | Job holders at this level work towards providing routine clerical and administrative services to a specific area of the organization in order to support the efficient and smooth-running operation of their facility or office. |
| 2 | Service Officer | Job holders at this level provide specialist clerical and administrative services as well as supervise lower levels and offer specialist individual clerical support services in order to ensure the efficient provision of clerical services that support the provision of business activities. |
| 3 | Service Supervisor | Job holders at this level provide full administrative support to the organization as well as supervise work schedules. Job holders at this level should ensure all internal customers are provided efficient, responsive and effective service which is sensitive to the need for continuous improvement and cost reduction on a progressive basis, taking full accountability for the quality of the services provided in order to ensure the effectiveness of the function. |

Level 1: Service Attendant

Job Purpose:

Job holders at this level work towards providing routine clerical and administrative services to a specific area of the organization in order to support the efficient and smooth-running operation of their facility or office.

Accountabilities:

| Description | Key Result Areas |
|--|--|
| 1. Process routine documentation and information according to defined procedures, for the support of ongoing departmental activities. | <ul style="list-style-type: none"> • Smooth administration of department activities |
| 2. Receive internal / external correspondence / transactions such as letters / petty cash and direct it to the person involved. | <ul style="list-style-type: none"> • Accuracy of mail delivery / financial transactions • Timeliness of mail delivery. |
| 3. Communicate with both internal and external stakeholders to meet identified needs in the execution of operational responsibilities. Includes reporting issues related to operational tasks. | <ul style="list-style-type: none"> • Timely responses to any issues faced. • Smooth running of arrangements. |
| 4. Maintain accurate records of operational tasks in accordance with organizational standards. Ensure proper documentation of activities. | <ul style="list-style-type: none"> • Ease of retrieval of information • Up-to-date information. |
| 5. Provide support and assistance to other service attendants, fostering a collaborative and efficient team. Assist colleagues and address any concerns related to operational tasks. | <ul style="list-style-type: none"> • Collaborative and efficient team |

Qualifications & Experience:

- High School
- 1 - 2 years of relevant experience

Technical Competencies:

- Basic understanding of logistical and operational principles relevant to the research institute's support services.
- Proficiency in handling courier and cashier responsibilities with accuracy and efficiency.
- Adherence to organizational policies and procedures in the execution of support tasks.
- Awareness of regulatory compliance related to administrative and support activities.
- Basic awareness of tools and technology relevant to support service operations.

Behavioural Competencies:

- Adaptability: Demonstrates flexibility and adaptability in handling various operational tasks, adjusting to changing priorities and circumstances within the research institute.
- Team Collaboration: Works collaboratively with colleagues and team members, fostering a positive and cooperative working environment to ensure the seamless execution of support tasks.
- Customer Service Orientation: Maintains a customer-focused mindset, providing courteous and efficient service to internal and external stakeholders in line with the organization's mission and objectives.
- Attention to Detail: Demonstrates a high level of attention to detail in handling logistical and operational tasks, ensuring accuracy and precision in support service activities.

Representative Jobs:

- Senior Courier
- Cashier