

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 2: Service Officer

Job Purpose:

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.

Accountabilities:

Description	Key Result Areas
1. Receive visitors and callers, ensuring cordial hospitality to all guests and visitors.	<ul style="list-style-type: none"> Quality of service provided to guests
2. Undertake photocopying, binding and copy typing as requested	<ul style="list-style-type: none"> Feedback on support provided
3. Schedule appointments, co-ordinate travel and accommodation arrangements and produce itineraries as required optimising the use of management time.	<ul style="list-style-type: none"> Efficient use of management time Smooth running of arrangements
4. Attend and minute meetings as well as circulate meeting notes to all attendees.	<ul style="list-style-type: none"> Timely and accurate production of meeting minutes.
5. Screen incoming mail, email and telephone calls, redirect correspondence and callers to appropriate people or departments, obtaining additional information where necessary to support effective running of department.	<ul style="list-style-type: none"> Timely responses to calls and correspondence. Accurate redirection of callers and co-responses
6. Implement and carry out appropriate filing and data retrieval systems in order to ensure ease of access to up-to-date information at all times.	<ul style="list-style-type: none"> Up-to-date information. Ease of retrieval of information
7. Maintain confidential department records and files to ensure the security and protection of IPC's intellectual property.	<ul style="list-style-type: none"> All records are kept safely and securely with its confidentiality maintained.
8. Perform activities related to filing, data retrieval, and maintaining company records aptly in order to minimize the time required by employees involved in the retrieval of such data.	<ul style="list-style-type: none"> Accuracy of data and efficiency of its retrieval.
9. Perform additional duties relevant to skill level as required by higher level positions in order to contribute to the effective functioning of the department.	<ul style="list-style-type: none"> Feedback and satisfaction of employees/supervisors.

Qualifications & Experience:

- Diploma in any field
- 2 - 3 years of relevant experience

Technical Competencies:

- Knowledge of administrative principles and practices relevant to the research institute's administrative functions.
- Proficiency in reception and secretarial duties with attention to detail and effective communication.
- Adherence to organizational policies and procedures in providing administrative support.
- Awareness of regulatory compliance specific to administrative and support activities.
- Proficient in using office tools and technology for efficient administrative operations.
- Familiarity with software tools for effective communication and information management.

Behavioural Competencies:

- **Communication Skills:** Demonstrates effective communication skills in handling administrative responsibilities, ensuring clear and concise information exchange with colleagues, team members, and stakeholders.
- **Adaptability:** Exhibits flexibility and adaptability in managing various administrative duties, adjusting to evolving organizational needs and priorities.
- **Customer Service Orientation:** Maintains a customer-centric approach, providing excellent service to internal and external stakeholders while representing the values and mission of the research institute.
- **Team Collaboration:** Collaborates with team members and other departments, fostering a positive and cooperative administrative environment to support the institute's objectives.
- **Problem-Solving:** Demonstrates effective problem-solving skills in addressing administrative challenges, finding solutions to ensure the smooth operation of support services.

Representative Jobs:

- Secretary
- Executive Secretary
- Medical Secretary
- Receptionist
- Executive Assistant