

Appendix A

JOB DESCRIPTION

Position Title Front Desk Executive (Executive Assistant)

Location: Islamabad

Reports to: Deputy Manager Admin & Security

Scope of Work:

We are seeking a highly skilled and experienced Front Desk Executive (Executive Assistant) to join our team. The Ideal Candidate will be responsible for managing our Front Desk Operations, providing exceptional customer service and supporting our administrative team.

Detailed Tasks and/or Expected Output:

Specific tasks of the Front Desk Executive (Executive Assistant) will include but not be limited to the following:

- 1) Greet and welcome visitors, ensuring a warm and hospitable atmosphere.
- 2) Arrange refreshments as needed to accommodate guests.
- 3) Provide clear and concise information about NDRMF to inquirers.
- 4) Maintain a comprehensive register of incoming and outgoing mail.
- 5) Track and maintain a log of all incoming and outgoing calls and mail.
- 6) Organize and file all relevant documents and records accurately.
- 7) Ensure the timely verification and payment of telephone bills.
- 8) Review and verify all courier bills.
- 9) Coordinate the availability of conference room meetings,
- 10) Operate the telephone and place calls as requested.
- 11) Assist staff members with various administrative tasks and support services.

Qualification and Experience:

- a) Minimum 16 Years of Education in any discipline recognized from Higher Education Commission recognized institution.
- b) Minimum Professional Experience of 02 to 03 years' of working as front desk Executive or receptionist.
- c) Excellent communication, MS Office and interpersonal skills to collaborate effectively.