



MEKONG INSTITUTE

Mekong Institute Vacancy Announcement Administrative Assistant

Department/Unit	General Service Unit
Title	Administrative Assistant
Duty Station	Mekong Institute, Khon Kaen, Thailand

Mekong Institute

Mekong Institute (MI) is an intergovernmental organization that contributes to regional cooperation and integration through capacity development, dialogue, and advocacy for the acceleration of sustainable socioeconomic development and poverty alleviation in the Greater Mekong Subregion (GMS). Founded and represented by Cambodia, China, Lao PDR, Myanmar, Thailand, and Viet Nam, MI's strategies are aligned with the core tenets of the 2030 Agenda for Sustainable Development, the ASEAN Community Building, the GMS Cooperation Program Strategic Framework 2030, and other relevant international, regional and subregional cooperation mechanisms.

MI supports these frameworks through the implementation of projects across the areas of Agricultural Development and Commercialization, Trade and Investment Facilitation, and Sustainable Energy and Environment while addressing issues of social inclusion and vulnerability, digital economy and innovation, and labor mobility to cement holistic and sustainable development impacts in the subregion and beyond.

The Role of Unit

The role of the General Service Unit is to provide all necessary administration and logistics support required for the effective functioning of MI's Khon Kaen program, office, event facilities and participant accommodation. This includes reception, procurement and building maintenance as well as routine administration. Additionally, the unit provides transport services to MI staff, consultants and guests as and when required.

Administration Assistant

This is an entry-level support position. Reporting to the General Services Supervisor, the MI Receptionist provides the first line of hospitality and quality service to MI clients and guests. S/he is expected to attend to guests and clients with courtesy. S/he is also responsible for making sure MI staff, clients and guests are provided with timely and proper information and services.

Main deliverables, responsibilities and tasks

Key deliverables

- o Smooth distribution of correspondence and response to telecommunications.
- o Consistently efficient and well-organised arrangements for accommodation services in accordance with established procedures.
- o Provision of support and assistance to administrative functions routinely as required.

Main responsibilities and tasks

- o Receive and distribute mails, packages, and documents.
- o Ensure that documents for external photocopying are logged and collected by the service provider.
- o Receive, transfer, and make phone calls and fax communications.
- o Ensure MI staff business and personal phone calls are logged, monitored and invoice.
- o Submit monthly monitoring report of phone, bills, laundry service, and accommodation to General Service Supervisor for review and approval.
- o Receive, register, check in and check out guests.
- o Provide assistance to guests' needs for travel and transport, visa, supplies, medical needs, vehicles, information.
- o Inform the Senior Housekeeper of accommodation requirements of guests.
- o Orient and guide guests to MI facilities and services.
- o Distribute and disseminate information and updates to MI staff as necessary.
- o Monitor MI accommodations occupancy and rentals and submit income report by day and by room to General Service Supervisor at the end of each training course where participants use MI accommodation.
- o Ensure participants' travel insurance is correctly in place.
- o Ensure participants' have settled all amounts due to MI prior to check out.
- o Book conference facilities and arrange logistics.
- o Assign tasks to driver.
- o Assist General Service Supervisor in processing MI group insurance claims, participants' travel insurance, registration and/or cancellation.
- o Any other reasonable task requested by management.

Required qualifications, skills, and experience

Essential

- o Bachelor degree or higher diploma in hospitality or service management.
- o Computer fluency with Microsoft Office applications.
- o Ability to work well in the team.

- o Knowledge of communication systems including email, Internet, operator-assisted telephone system.
- o Understanding of and familiar with visa, travel and insurance matters.
- o Knowledge of Khon Kaen including available facilities.
- o Able to operate fax machines, PBAX, copying machines, computer.
- o Organization and prioritizing skills.
- o Customer service oriented.
- o Courtesy, patience, attention to details and alert.
- o Very good knowledge of written and spoken English.

Desirable

- o Experience in an international organization.
- o One year's experience in any of the following areas: general administration, logistical arrangements for workshops and seminars, preparation of budget estimates, and bookkeeping.
- o Knowledge of at least one GMS country national language.

If you have the skills and experience to exceed in this position and are passionate about equitable and inclusive economic growth in GMS, please send your CV and cover letter to recruitment@mekonginstitute.org by January 17, 2025, titled "Administrative Assistant"

Please note that the closing date is midnight Bangkok, Thailand time and only applications successful in progressing to the next stage will be responded to.