



## Terms of Reference

Improving Economy for Stronger Community (IESC) is a U.S.-based non-profit organization that seeks to solve poverty problems across the private sector and within developing countries around the world. After providing technical assistance and support from volunteer experts, IESC works in conjunction with emerging industries, financial institutions, and governments to stabilize economic environments, increase opportunities, and promote economic growth.

**Objective:** IESC seeks a Receptionist/Administrative Assistant to provide support to the IESC program office in the Dominican Republic.

This position is 40 hours a week, located in the IESC office located in Santo Domingo, Dominican Republic. IESC is an employer with equal employment opportunities.

### **Duties and Responsibilities:**

Manage all administrative assistant function processes for the program, such as

- Provide office support and manage the telephone exchange.
- Receive, dispatch, and distribute internal and external correspondence.
- Coordinate and schedule meetings in the conference rooms.
- Attend events and/or trainings organized by the program, ensuring arrangements for the event hall, snacks, materials, and audiovisual equipment.
- Serve as a liaison between the Technology Technician and team members to resolve technological issues (such as laptops, printers, and phones).
- Arrange bookings for taxis and hotels for local and international staff, consultants, and volunteers.
- Request quotations for purchases or printing approvals, as needed.
- Arrange and procure all materials and supplies required for the program.



- Organize and display all travel information on the reception board in coordination with the HR department.
- Manage petty cash funds and prepare necessary reports.
- Assist in social activities, including organizing special days and publishing birthday announcements.
- Manage the agenda and provide administrative support to senior management.
- Coordinate meetings, presentations, and appointments for senior management.
- Assist in translating documents from English to Spanish and vice versa.
- Take meeting notes in the absence of the Director or Deputy Director.
- Handle calls, emails, and correspondence for the Director and Deputy Director.
- Draft written communications, reports, and presentations.
- Collaborate with the Director of Finance and Administration on administrative and operational tasks.
- Prepare travel expenses and trip reports for drivers.
- Prepare timesheets for selected employees.
- Monitor the alarm and GPS systems.
- Restock the first aid kit as needed

### **Ratings:**

- Graduated from administrative and/or related careers;
- Strong verbal Communication Skills written in Spanish and use of technical language in English;
- Microsoft office and Office 365 usage experience;
- Adaptability to work under pressure, be proactive, organized and able to perform multiple tasks at once fulfilling results and delivery times;



- Person oriented to teamwork with good management of interpersonal and intercultural relationships;
- Full-time availability.

<https://phg.tbe.taleo.net/phg01/ats/careers/v2/viewRequisition?org=IESCORG&cws=39&rid=2805>