

Example: Job Description — Receptionist/Administrative Assistant



Note: This document is provided for information purposes only. Health professional associations making use of this resource should revise and modify it for use in their specific circumstances.

This job description can be adapted for the position of senior administrative staff.

[The Association of Ob/Gyn of XXX]

[ADDRESS]

Job Title: Receptionist/Administrative Assistant

Location: [CITY/TOWN]

Reporting to: President of the association or Executive Director/Chief Executive Officer (if the association has one)

Approved:
Reviewed:
Revised:

Summary of the position:

The [Association of Ob/Gyn of XXX] is a health professional association dedicated to improving reproductive, maternal and newborn health throughout the country. Its mission is to promote excellence in the practice of obstetrics–gynaecology through actions related to education, advocacy and research. Under the supervision of the President of the association or the Executive Director/Chief Executive Officer, the Receptionist/Administrative Assistant ensures a presence at the association’s national secretariat during its regular working hours and provides administrative assistance to the President or the Executive Director/Chief Executive Officer.

Responsibilities:

The responsibilities of the Receptionist/Administrative Assistant include, but are not limited to:

Reception Duties:

- Opens and closes the national secretariat as per the agreed-upon working hours;
- Greets guests upon arriving at the office and answers general questions and queries about the association; when unable to do so, takes a message to allow another association representative to contact the person and provide the requested information;
- Answers the association’s main telephone as well as general questions and queries; when unable to do so, takes a message to allow another association representative to contact the person and provide the requested information.

Administrative and Other Duties:

- Ensures the facilities are kept clean and the proper functioning of the telephone, fax, photocopy machine, etc.;
- Ensures the availability of drinking water, coffee and tea for staff and visitors;
- Maintains the membership data information;
- Maintains the association's centralised record keeping system (electronic and paper copies).

Support to the President or Executive Director/Chief Executive Officer:

- Assists in preparing the Board/Executive Committee meetings (making copies of the agenda and other meeting documents, preparing the meeting room, ensuring that tea and coffee is available, etc.);
- Reminds Board/Executive Committee members of upcoming meetings via text messaging a week and a day before the meeting;
- Maintains the President or Executive Director/Chief Executive Officer's contact list (distribution lists, business cards, etc.);
- Assists the President or Executive Director/Chief Executive Officer in responding to their mail.

Mail (external/internal):

- Receives and sorts through all incoming mail and package deliveries;
- Organises and prepares all outgoing mail and packages.

Qualifications:

- College diploma in a related field, with related experience (3–5 years)
- Experience in office administration
- Experience and knowledge of Microsoft Office Suite
- Excellent communication skills, autonomy, resourcefulness and ability to work alone and as part of a team
- Proficient in [PREFERRED LANGUAGE] (written and spoken)