

Job Title: Front Desk and Admin Support Officer
Reports to: Admin Manager
Job Description: To support the Administration department in the carrying out the Front Desk and Admin and Facility Management-related activities.

Responsibilities

The resource person will be tasked with the following responsibilities:

Front Desk:

1. Manage the reception front desk, receiving & managing all visitors to the premises.
2. Answer inquiries and provide information to all callers, customers, visitors, general public and other interested parties regarding InfraCredit's activities, including directing calls appropriately.
3. Maintain required logs, visitors' and correspondence registers to record all pertinent information of visitors/callers to the Company.
4. Receive, manage and file all incoming and outgoing official correspondence and documents, including packages and deliveries.
5. Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
6. Manage/provide support on office administrative requirements, such as meeting room bookings, conference call scheduling, event management support.
7. Draft official letters, proof-read and edit official documents as may be requested by the CEO and other Management staff.
8. Monitor office/administration supplies, recommend replacement when necessary and coordinate purchases and restocking.
9. Oversee the cleanliness and maintenance of the office environment, including general maintenance of office furnishings and fittings.
10. Other responsibilities as assigned by Admin Manager.

Admin Support:

1. Provide support to the Origination & Structuring team and other business units in scheduling of meetings, booking meeting rooms, refreshments and equipment where necessary.
2. Track inventory of marketing materials used by O&S staff from time to time.
3. Arrange travel, flight bookings, hotels, restaurants, taxis, etc., researching best available options based on timeliness, quality, pricing and internal approvals prior to confirming.
4. Assist in organising & coordinating signing events for the Origination & Structuring team with the possibility of travel to assist with off-site events.
5. Provide support in handling Visa applications for staff and visitors.
6. Assist to supervise scheduled or routine facility management in the company (i.e. preventive and corrective facility related maintenance).
7. Assist with proactively resolving facility management related issues.
8. Assist with space management (e.g. workspace relocation, allocation and reorganization) in compliance with HSE regulations.
9. Assist with the coordination and maintenance of facility related utilities/matters (i.e. parking, waste disposal, power, building security, water, etc.).
10. Strive to ensure that facilities meet government regulations and, health, safety and environmental standards, seeking input from the Admin Manager, Legal and the ESG team where necessary.
11. Assist with the coordination of logistics (e.g. Executive management, group travel arrangements, Board meeting schedule/refreshments, etc.).
12. Assist with the planning and coordination of company related events (e.g. trainings, annual retreat, year-end celebrations, etc.).
13. Provide oversight of support staff to ensure adherence to protocols: drivers, janitors, security guards.
14. Support bill processing by treating Admin-related payments, subject to senior approvals.
15. Other ad-hoc admin duties as may be assigned by the Admin Team.

Qualification and Experience

1. Graduate degree qualification.
2. Strong organisational skills and the ability to manage time effectively in a fast-paced environment.
3. Good communication skills, with an ability to engage effectively with clients, internal peers, inside/outside counsel, etc.
4. Customer service orientation.
5. Proficient use of MS Office Suite, including Word, Excel, Power Point, etc.