

## **Terms of Reference**

### **FRONT OFFICE ASSISTANT**

#### **Background:**

ODIHR is the leading agency in Europe in the field of election observation. It co-ordinates and organizes the deployment of several observation missions with thousands of observers every year to assess the compliance of elections in OSCE participating States in line with OSCE commitments, other international standards for democratic elections and national legislation. Its unique methodology provides an in-depth insight into all elements of an electoral process, and permits concrete recommendations to further improve electoral processes. Further details of the organization can be found at [www.osce.org/odihr](http://www.osce.org/odihr).

Under the supervision and instructions of the Operations Expert, the Front Office Assistant for the mission is responsible for ensuring the effective functioning of the Office. S/he reports directly to the Operations Expert.

#### **Main Tasks and Responsibilities:**

- Operates the telephone switchboard; answering and redirecting all phone calls; making phone calls for core team members if instructed to do so;
- Sends and receives faxes, letters and other forms of correspondence;
- Dispatches letters, faxes and any other forms of correspondence to the respective mission core team members;
- Maintains files and records of all incoming and outgoing correspondence;
- Monitors the office email and forwards e-mails to appropriate core team members;
- Organizes the office drivers for the in-city and in-country transportation of the mission staff, as required;
- Prepares the duty roster for drivers and co-ordinates the drivers of the mission;
- Prints and photocopies all the documents, reports and similar materials as instructed by mission members;
- Prepares and manages the contact lists (mission, OSCE office in the country, other business-related contacts);
- Welcomes mission guests and informs respective mission core team member;
- In co-operation with Assistant of Operations Expert manages supply for the mission and informs the Operations Expert of any need for office supplies, kitchen supplies, and utilities;
- Orders necessary supplies in co-operation with Operations, Procurement and Finance personnel; and
- Performs other duties as required.

#### **Education and Experience:**

- Completed secondary education;
- Four years of relevant experience. Experience as Receptionist or on similar position in an international organizations is an asset;
- Knowledge of English and local language(s) is essential.
- Good computer skills;
- Customer oriented, friendly, welcoming;
- Ability to communicate effectively and with tact and diplomacy;
- Ability to work long and irregular hours;
- Ability and willingness to work as a member of a team; and
- Demonstrated ability to work with people of different cultural and religious backgrounds, different gender and diverse political views, while maintaining impartiality and objectivity.

#### **Deliverables:**

- Answered phone calls;
- Distributed correspondence and produced log of correspondence;
- Filing system; and
- Printed/copied/prepared materials.