

## Terms of Reference

Position & Grade/Category : Support Staff & S3, Support Staff  
Placement of Employment : FITI Secretariat, Changeney, Thimphu  
Employment Type. : Regular

### Salary & Level

Designation	Salary (Nu.)	Min. Years of work Experience	Generic Requirement
Receptionist/Office Assistant	13,360-334-18,170	Class XII Pass with min two years working experience in related field.	<ul style="list-style-type: none"><li>▪ Good command of Dzongkha and English Language.</li><li>▪ Good communication, interpersonal and computer skills.</li><li>▪ Experience of general clerical works and office management</li></ul>

### Benefits and Allowances:

- House Rent Allowance of 20%
- Performance Based Variable Pay 15%
- Provided Fund: 15 % employer's contribution and 11% employee contribution
- Other benefits as per FITI Service Rules and Regulations, 2015
- Probation period-6 months

### Major Duties and Responsibilities

- i. **The Receptionist**
  - Operation of PABX,
  - Operation of PA System,
  - Management of Incoming and Outgoing corresponding and
  - Management of Visitors.
- ii. **The Office Assistant (OA)**
  - Monitoring of cleaning activity,
  - Assisting all the basic administrative task,
  - Provide support to Training, Research & Consultancy, and Operation divisions in their routine activities.

## Specific Tasks

- ✓ Screen and direct telephone calls;
- ✓ Receive, greet and direct visitors;
- ✓ Facilitate hospitality for official meeting/gathering etc.;
- ✓ Receive and prepare for sending the official document and mail (postage & courier), faxes etc. as per the instructions;
- ✓ File correspondence, including Incoming and Outgoing correspondence;
- ✓ Insert data and maintain records as instructed ensuring that files and record are maintained in professional manner;
- ✓ Facilitate publication tasks such photocopying/scanning of materials upon instruction/request;
- ✓ Provide administrative and logistic support to training, research & consultancy sections and institute's events (Workshops/seminars etc.);
- ✓ Assist administration division with random data collection, research and correspondence in terms of supply/procurement specific service needs;
- ✓ Assist in the inventory process with archiving document/folders;
- ✓ Maintain contact lists of shareholders, Government/Municipal/Partner Institutes/Civil Society officials;
- ✓ Undertake the coordination of specific project, e.g. national and international conference/summit etc.;
- ✓ Perform other duties, as required/instructed, and any task assign by supervisor/management.