



TERMS OF REFERENCE

Administrative Assistant

Reporting to: Administrative Officer

Introduction

Ya'axché staff are expected to work cooperatively with others, demonstrate flexibility in organizing work, have good communication skills and demonstrate thoughtfulness in decision making. Staff must be non-judgmental and receptive, live up to the values of integrity, respect and professionalism while reflecting genuine concern toward both the biosphere and the communities where Ya'axché is active.

Purpose:

The **Administrative Assistant (AA)** will form a part of the administrative and finance team. The AA is responsible with providing support to the Administrative Officer (AO) with the administrative duties of the organization by working along with the core administrative, finance and operations teams. This position aims to provide desk support to project managers with their administrative duties whenever necessary. The AA supports the AO with day-to-day verification and compliance with internal control processes, thereby contributing to the overall success of organizational audits. This position also assists with operational and logistical duties such as bill payment processing, management of phone calls, maintenance and upkeep of physical filing system and following up with processing of purchase orders and other operational expenses of the organization. The AA is an excellent team player that communicates effectively with all staff, providing regular updates from external communications directed via emails and/or phone calls. The AA maintains a professional setting at the main administrative office, welcoming individuals that visit the main office during working hours (8 a.m. – 5:00 p.m.)

Assistant Position: Entry Level (Level 1)

Duration: Permanent (after probation period)

Primary Relationships

- Supervisor: Administrative Officer (AO)
- Finance Manager
- Project Managers
- Directors
- Program Staff
- YICE Team

Key Areas of Responsibility

- Welcome visitors to office premises
- Prepare weekly payment documents
- Bills Payments
- Manage Office Phone Calls
- Responsive to e-Mails/Correspondence
- Regular Staff Updates
- Physical Filing System Maintenance

- Maintain office and kitchen supplies stocked
- Board Meetings Logistics
- Management of Office Supplies

Main Duties and Responsibilities:

The Administrative Assistant is accountable for:

1. Welcoming walk-ins at the office, taking messages or directing visitors to relevant personnel via internal phone system.
2. Maintaining front office space in an orderly, presentable and visually inviting environment for all staff and visitors.
3. Working closely with the Finance/Administrative team to prepare weekly payment documents (e.g., vouchers, checks).
4. Paying Ya'axché's bills (communication, rent, electricity, income tax payments, insurance payments etc.) in a timely manner.
5. Reviewing and responding to all correspondence and inquiries (electronic, phone, mail, or in-person).
6. Providing necessary updates to staff pertaining to the office arrangements/notices.
7. Maintaining an efficient and comprehensible physical/filing system in the office.
8. Ensuring that all receipts, vouchers and bank account information is maintained in an orderly and accessible manner, and that all paperwork is duplicated (e.g., income tax payments, social security payments, credit card payments).
9. Ensuring that all folders (project, bank accounts etc.) are kept in an orderly manner, properly labeled and up to date for verification at any time.
10. Assisting staff/project managers with administrative needs (printing/scanning/photocopying) whenever needed.
11. Organizing logistics for board meetings (any other meetings where logistics would need to be organized).
12. Restocking of office and kitchen supplies in a timely manner.
13. Ensuring company motorcycles and vehicles are licensed and insured annually on a timely basis.
14. Performing any other tasks from time to time that may be requested, highlighting skills and experience.

Outcomes and Performance Indicators to be achieved by the position:

Outcomes	Performance Indicators
<p>1. <i>Functional Accounting and Administrative System</i> High quality, well-managed administrative and filing system.</p>	<ul style="list-style-type: none">▪ 100% satisfaction with efficient management of administrative and filing system▪ Finance Manager and Administrative Officer are able to receive complete information on administrative operations on time▪ Payment/transaction documents are done on a weekly basis▪ Documentation are all filed in respective folders on a weekly basis▪ Ya'axché bills are paid on time▪ Administrative policies are implemented as per administrative manual▪ Finance Manager and Administrative Officer are assisted in any necessary tasks
<p>2. <i>Coordinated Internal Communications</i> Manage all internal correspondence referencing inquiries to the organization.</p>	<ul style="list-style-type: none">▪ Staff are satisfied with information and correspondence▪ Queries and emails from staff are answered on time▪ Effective and efficient internal communication▪ Logistical arrangements are completed satisfactorily▪ Timely sharing of information▪ System or process changes communicated to staff adequately on a regular basis▪ Staff with administrative needs are assisted (equipment acquisition, printing, scanning, etc.)▪ Project managers are assisted with administrative needs as it relates to completion of project reports▪ Logistics for board meetings are organized, quarterly▪ Office and kitchen supplies are restocked in a timely manner▪ Liaise with field staff on any administrative needs they might have

Place(s) of work:

- Main Office: #3 Ogaldez Street, Punta Gorda, Toledo District, Belize
- Golden Stream Field Station, Golden Stream Community, Toledo District, Belize

Qualifications:***Education Level, Experience, and Specific Skills:***

- Associate degree in business management and administration
- At least 2 years working experience in the field of business and administration
- Understanding that day to day administrative tasks can be extremely repetitive however, contribute to the successful management of Ya'axché's financial system
- Proven ability to multi-task and being flexible in the workplace
- Strong team player
- Experience in working with marginalized or individuals with barriers including multicultural sensitivity
- Quality oriented to pursue results for self and others with drive, energy and enthusiasm
- Proactive and future-oriented to identify priorities and focus on getting most important work completed successfully
- Excellent organizational ability to get work done through formal and informal channels and use resources efficiently and effectively
- Excellent interpersonal skills to build collaborative relationships and network effectively
- Strong communication skills to clearly communicate key messages and have candid conversations
- Ability to demonstrate discipline in implementation and execution of plans

Desired Qualities:

- Familiarity with the culture and traditions in Toledo District is an asset
- Self-motivated and able to work independently with minimal supervision
- Ability to work with a wide variety of individuals (including a multicultural in-house team) by using tact, diplomacy and flexibility, resolve conflict effectively
- Ability to lead and operate as part of a team in a dynamic environment, as well as self-motivation, drive and enthusiasm to work under own initiative
- Ability to work under pressure, manage multiple tasks and allocate time effectively to meet internal and external deadlines
- Ability to think strategically, logically and to apply common sense, meticulous attention to detail, dependable and reliable, with a positive attitude
- Effective team player and committed to support and improve the overall work of Ya'axché
- Valid driver's license