



Terms of Reference

Armenian Caritas Benevolent NGO

In the framework of “Increased Resilience of Syrian Armenians and host population” (IRIS) Programme
Call for the selection of Administrative Assistant for Business Incubator

Position	Administrative Assistant
Place	Yerevan, Republic of Armenia
Duration	Long-term contract
The deadline for proposal submission	16.01.2019
E-mail submission of technical proposals	l.stepanyan@caritas.am and chairperson@sme.am

1. Programme background

“Armenian Caritas” Benevolent NGO (AC) and “SME Cooperation Association” NGO (SME) in consortium with the Austrian Red Cross (AutRC), Armenian Red Cross Society, and the “Center for Coordination of Syrian Armenians’ Issues” NGO are implementing the “Increased Resilience of Syrian Armenians and host population” (IRIS) programme funded by the EU Regional Trust Fund in Response to the Syrian Crisis (MADAD Fund).

The IRIS programme aims at improving social and economic resilience of Syrian Armenians and host population and strengthening institutional capacities for economic growth in Armenia. The action is coordinated by the AutRC.

In the framework of IRIS Economic Integration component a Business Incubator (BI) will be established in Yerevan that will support Syrian Armenian and local entrepreneurs through trainings, coaching, mentoring, incubation and financing for establishing new businesses nationwide. The BI will stimulate the culture of entrepreneurship and business environment in Armenia and will become a tool for sustainable development of future generations of start-ups.

AC and SME seek an Administrative Assistant for the Business Incubator. We are looking for an individual who is efficient and comfortable being a member of a team, a master multi-tasker with excellent communication skills and an upbeat attitude, generally being a helpful and positive presence in the workplace. The ideal candidate for this job should be resourceful, organized, and a good problem solver. He/she should also be professional, polite, and attentive while also being accurate.

Administrative Assistant will provide administrative support to ensure the BI efficient operation.

Reports to and immediate supervisor: Programme Manager (PM) of BI.

2. Job responsibilities

- handling office tasks, such as filing, generating reports and presentations, setting up for meetings
- assisting BI staff in organization of BI start-up events (workshops, business challenges, business week-ends, lead generation events, B2B-s, seminars, trainings), meetings and round tables
- generating minutes, notes, letters, general reports, charts, tables and other documents



- collecting and timely providing with data, information records, documents and /or other reports, upon request of PM
- keeping track and file BI staff members' attendance list
- assisting the BI Communication and PR officer in maintaining the BI website
- assisting BI staff members in making copies of documents and providing other technical support
- providing real-time scheduling support by booking appointments and preventing conflicts
- greeting and assisting visitors, responding to questions and requests for information
- maintaining polite and professional communication via phone and e-mail and assuming other receptionist duties when needed
- assuming responsibility for maintenance of office equipment, including computers, copy machines
- anticipating the needs of others in order to ensure their seamless and positive experience

3. Required qualifications

- Bachelor's degree required. Master's degree is an advantage
- Prior administrative experience will be an advantage
- Proficiency in MS Office (MS Word, Excel, and PowerPoint in particular)
- Ability to analyze and revise operating practices to improve efficiency
- Detail oriented and comfortable working in a fast-paced office environment
- Exceptional communication skills
- Excellent verbal, written, and interpersonal skills
- Superior organization skills and dedication to completing tasks in a timely manner
- Desire to be proactive and create a positive experience for others
- Excellent written and verbal communication skills in Armenian and English

4. Selection criteria

The selection of the BI Administrative Assistant will be conducted according to the above mentioned conditions and giving preference to the candidates having prior administrative experience, especially in business related fields, working experience with the target groups of the programme.

5. Compensation

The BI Administrative Assistant will be engaged on a long-term contract with monthly salary payments.

6. Application Procedure and Deadline

All interested candidates are kindly requested to submit their **CVs** and **cover letters** by e-mail to l.stepanyan@caritas.am and chairperson@sme.am not later than **16th of January, 2019**. Please indicate the title of the position "Administrative Assistant for Business Incubator" in the subject line of your e-mail.

Armenian Caritas and SME Cooperation Association are grateful to all interested applicants; however, only shortlisted candidates will be contacted for the interview.