JOB DESCRIPTION

TITLE: Receptionist/Office Assistant (Director of First Impressions).

SUPERVISORS TITLE: Senior Manager, Head of Finance & Operations

DEPARTMENT: Operations

DIRECT REPORTS: None

FLSA STATUS: Full-time, Non-Exempt, Hourly

DATE: December 2013

I. ABOUT IFAC
The International Federation of Accountants (IFAC) is the global organization for the accountancy profession. It works with its 179 member bodies in 130 countries to protect the public interest by encouraging high quality practices by the world’s accountants. IFAC members and associates, which are primarily national professional accountancy bodies, represent approximately 2.5 million accountants employed in public practice, industry and commerce, government, and academia. Its structure and governance provide for the representation of its diverse constituencies and interaction with external groups that rely on or influence the work of professional accountants.

II. POSITION SUMMARY
This position combines front-line reception and back-office support for the smooth operation of the organization. The receptionist provides general administrative support to the staff and assists in special projects as needed. The receptionist is knowledgeable in the issues IFAC addresses, the entities with which IFAC works and the accounting profession. As the central switchboard operator, this individual must be aware at all times of the various projects and issues with which IFAC is dealing, and to whom calls regarding each should be forwarded.

III. ESSENTIAL DUTIES AND RESPONSIBILITIES
Essential duties and responsibilities include those set out below. Other duties may be assigned to meet business needs.

- Answers switchboard and directs callers to the appropriate IFAC staff. Will transfer a call to the staff member’s voice mailbox when the staff member is not available. Adept at using all features of the telephone system and voice mail.
- Greets and directs visitors in a professional, friendly and hospitable manner.
- Provides callers with information such as company address, directions, fax numbers, website and related information.
- Provides administrative support to IFAC management and other IFAC staff, in particular the Senior Executive Assistant and the Executive Assistant – Governance and Operations.
- Updates the IFAC website and gateway.
- May be requested to temporarily fill-in for other administrative staff based on organizational need.
- Acts as host for on-site meetings, including maintenance of conference rooms, beverages and set up of catering as appropriate. May need to work overtime on occasions.
- Sorting and distribution of delivered mail on a daily basis.
• Receive all incoming shipments and deliveries and notifies recipients accordingly. In the case of goods received on behalf of Operations, compare packing slips to goods received and to order/requisitions forms.
• Prepares and processes outgoing mail to include: accurate weighing, coding, affixing postage and preparing certified/overnight/return receipt mail.
• Ensures postage system is operational and keeps supervisor informed of postage needs.
• Coding and totaling all FedEx and Messenger (Dynamex) bills before submitting it for approval.
• Maintenance and distribution of phone lists.
• Maintenance and distribution of annual events calendar and conference room booking calendar.
• Stocking of kitchen supplies (including daily stocking of the refrigerators)
• Assistance to the Operations Associate in maintenance of all storage and archive material, including periodic purging of archives.
• Preparation of meeting tent cards and name tags.
• Providing limited concierge service to visitors attending meetings in the IFAC office, in particular:
  • Booking car services for airport transfers.
  • Maintaining a folder of NYC Visitor information.
• Distribution of periodic mailings, such as IFAC newsletters, annual reports and special reports, including:
  • Providing blank mailing labels to appropriate personnel with timely requests for data;
  • Ensuring timely receipt of printed labels;
  • Insertion of all necessary materials into appropriate shipping containers (envelopes, boxes, etc.);
  • Application of mailing labels and postage;
  • Sorting and shipping of domestic and international shipments.
• Printing and assembly of Board and Council, IAASB, Nomination Committee, Ethics and Education agenda materials to match a master copy provided by the administrative staff.
• Special projects as required including but not limited to:
  • Assisting other administrative staff in compiling new member orientation packets;
  • Assisting other administrative staff with the compilation of ED comments and
  • Assisting the Human Resources Manager with the compiling of new hire packets.

IV. QUALIFICATIONS

Essential

• Knowledge of MS Office Suite (Word, Excel, Outlook and PowerPoint) and Internet Explorer.
• Excellent written and verbal communication skills. Possesses exceptional interpersonal communication skills.
• Ability to work independently on assigned tasks as well as to accept direction on given assignments.
• Ability to work collectively with the administrative team associates.
• Ability to multitask.
• Firm sense of responsibility.

Desirable

• Fluency and/or proficiency in language/s other than English.
• Ability to interact effectively with people from diverse cultural backgrounds.

The position will be located in the IFAC head office in New York. Compensation will be competitive, commensurate with qualifications and experience.

IFAC is an equal opportunity/affirmative action employer.

Please visit: http://www.ifac.org/about-ifac/working-ifac

Interested candidates should submit a resume (CV) and cover letter to jobs@ifac.org