

## **RECEPTIONIST & LOGISTICS OFFICER**

### **JOB DESCRIPTION**

Coral Triangle Center (CTC) is a foundation based in Indonesia with regional scope and global impact. Established in 2010, CTC works closely with local communities, private sector, governments, and partners to strengthen marine resource management in the Coral Triangle to protect coral reef ecosystems, ensure sustainable livelihoods and food security. We support on-the-ground conservation in Bali, Maluku, as well as in Timor-Leste. We lead learning networks of women leaders and marine protected area practitioners in Indonesia, Malaysia, Philippines, Papua New Guinea, Solomon Islands, and Timor-Leste. CTC is developing its Center for Marine Conservation in Bali as an integrated learning space for training programs, outreach activities, interactive exhibits, and artistic and cultural performance to influence millions of people to care for our oceans and those who depend on it.

#### **COMMUNICATION & INTERPRETATION:**

The Receptionist and Logistics Officer will attend to visitors and deal with inquiries on the phone and face to face; supply information regarding the organization to the general public, clients and customers; provide logistics and travel arrangements to CTC staff and partners; and support key events and meetings organized by CTC.

#### **MAIN JOB TASKS AND RESPONSIBILITIES**

- Greeting staff and guests with a positive, helpful attitude.
- Answering phones in a professional manner, politely, and routing calls as necessary.
- Taking and ensuring messages are passed to the appropriate staff member on time
- Managing meeting room availability
- Handling travel arrangements (Hotel and Ticketing)
- Supporting internal and external events
- Scheduling appointments
- Provide occasional tours of the office
- Perform administrative and clerical support tasks
- Handle office mail and packages
- Perform basic filing and record-keeping
- Prepare letters and documents.
- Maintaining a contact database
- Overseeing front desk services and ensuring cleanliness and tidiness of the reception area

#### **TRACKING & COORDINATION:**

- Assist the office coordinator in planning events, particularly in keeping guest lists and adhering to invitation protocol.
- Support the office coordinator in different administrative roles such as organizing meetings, ticketing, accommodation, purchasing, coordinating visitors, and appointments
- Support the office coordinator in the organization of all documentation as needed by the Indonesian government.

**KEY COMPETENCIES**

- Excellent verbal and written communication skills
- Professional personal presentation
- Excellent customer service orientation
- Adept in information management
- Highly organized and has high attention to detail
- Takes initiative and is reliable
- Able to manage stress and meet tight deadlines

**COMPLEXITY/PROBLEM SOLVING:**

- Ability to work in a fast-paced environment
- Ability to interpret guidelines and analyze factual information
- Resolves routine problems independently; consult with supervisor to develop solutions of unusual of complex problems.

**WORKING CONDITIONS/PHYSICAL EFFORT:**

This position will be based in CTC's office in Bali with possibility of travel to field sites if needed.

**KNOWLEDGE/SKILLS:**

- Knowledge of administrative and clerical procedures
- Adequate knowledge of relevant software applications (MS Word, Excel, Powerpoint, Zoom)
- Knowledge of customer service principles and practices
- Fluent in Bahasa Indonesia and Good level of English

Please send your CV through email: [hrecruitment@coraltrianglecenter.org](mailto:hrecruitment@coraltrianglecenter.org)