

# ADMINISTRATIVE OFFICER

**Job Title:**

ADMINISTRATIVE OFFICER

**Place of Work:**

Hotel Barmoi

**Scope and General Purpose:**

To ensure the Hotel maintains excellent HR and administrative practices. Works closely with management to review company operations and maximize internal processes. Responsibilities include organizing company records, overseeing the needs of staff and keeping relevant HR records; daily management of all HR policies and procedures and administrative support services in order to facilitate the operations of the Hotel.

**Responsible to:**

Managing Director

**Responsible for:**

N/A

**Liaises with:**

Operations Manager

All staff

**Hours of Work:**

9am to 6pm

**Limits of Authority:**

To be agreed.

**Main Duties:**

- To ensure the confidentiality and security of files and filing systems
- To ensure office supplies are maintained, including checking inventory and working with vendors to ensure adequate levels of necessary supplies at all times
- To coordinate schedules, arranging meetings, distributing memos and reports and ensuring that everyone is kept current of necessary company news and

information.

- To operate copy equipment, fax machines, printers or other equipment necessary.
- To capture minutes at meetings and ensure that the action and plans agreed at the meeting are actioned and followed up.
- To co-ordinate and facilitate the execution of recruitment processes and the management of interns and volunteers.
- To Maintain accurate record of employees and contact details
- To monitor leave absences and maintain a database of staff absences, providing monthly reports to Management.
- To manage travel, training and internal events.
- To support Management in administering employee payroll and ensure timely payments.
- To monitor changes to HR procedures and regulations and assist upper Management to ensure that staff and service providers fulfil administrative and regulatory requirements.
- To ensure that line managers are trained and have the ability to conduct effective interviews.
- To ensure that new or transferred employees have an effective induction programme which is adhered to.
- To analyze labour turnover statistics so that problem areas are highlighted and the appropriate action taken.
- To ensure that the company's personnel procedures are strictly adhered to.
- To ensure that personnel files are properly maintained and kept under lock and key.
- To ensure that the company's grievance and disciplinary procedures are observed and that all relevant documentation is completed.
- To be aware of the welfare needs of employees and be available for counselling and advice.
- To respond to unemployment claims and earnings inquiries.

<p><b><u>Academic Qualifications and Experience:</u></b></p> <ul style="list-style-type: none"> <li>● College degree or minimum 3 years of experience in a Senior Administrative position;</li> <li>● Must possess computer skills, including but not limited to, Microsoft Word and Excel;</li> <li>● Previous experience in luxury hotel preferred;</li> <li>● HR graduate or certification preferred.</li> </ul> <p><b><u>Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>● Develop and manage all Personnel policies and procedures;</li> <li>● Manage all administrative support services to facilitate the operations of the hotel;</li> <li>● Responsible for maintaining up-to-date and accurate Job Descriptions for each position, and to ensure that personnel files are properly maintained and kept under lock and key.</li> <li>● Responsible for key activities under Recruitment and Selection, Compensation &amp; Benefits, Training, and General HR and Admin support;</li> <li>● Ensure that legislated remuneration packages are adhered to and that any changes to employee salary structure are communicated to the Payroll administrator;</li> <li>● Prepares applicable end-of-month reports;</li> <li>● Provide a professional image at all times through appearance and dress;</li> <li>● All other duties deemed necessary by management.</li> </ul>	<p><b><u>Skills Required</u></b></p> <ul style="list-style-type: none"> <li>● General knowledge of administrative applications and computer skills.</li> <li>● General knowledge of Human Resources tasks.</li> <li>● Must have strong multi-tasking abilities along with excellent communication and organizational skills.</li> <li>● Ability to follow all appropriate policies and procedures while constantly striving to improve all standards of operation.</li> <li>● Ability to select, train, supervise, schedule, develop, discipline and coach staff.</li> <li>● Ability to manage budgets and stay within budgeted guidelines.</li> <li>● Ability to work well under pressure and in changing situations.</li> <li>● Ability to execute prompt and courteous service to ensure that guest expectations are exceeded.</li> <li>● Must possess the ability to interact effectively with all levels of management, guests, associates and clientele both inside and outside the organization.</li> <li>● Good time-management and personal organisational skills.</li> <li>● Ability to meet or exceed productivity standards.</li> <li>● Guest-centric oriented.</li> </ul> <p><b><u>Work Requirements And Environment:</u></b> Ability to work an adjustable schedule, including weekends is required for this position.</p>
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