CRS JOB DESCRIPTION

Job Title: Administrative Officer	**Reports to:** SSDP Officer
Department: Risk and Compliance	**Salary Grade:** 5

Job Summary

The Administrative Officer coordinate the provision of responsive, effective, and efficient administrative services in support of the Catholic Relief Services' (CRS) mission to serve the poor and vulnerable. The Administrative Officer help ensure stewardship of resources and a high-quality service approach are integrated into administrative systems, policies, and procedures. The role also supports the oversight of Feedback and Complaints Response Mechanism (FCRM) channels by supervising assigned clerks and volunteers and helping ensure timely, confidential, and professional handling of community feedback and complaints.

Roles and Key Responsibilities

- Coordinate and report on activities and required resources to ensure cost efficient and quality service delivery from administrative support functions.
- Help ensure administrative systems, processes, and policies are in line with agency standards and donor and local law regulations.
- Engage with relevant external stakeholders (government officials, landlords, service providers, etc.) on assigned administrative matters and help ensure required authorizations and documents are up to date.
- Coordinate the efficient use of CP assets and rented facilities. Help ensure fully compliant procurement of office materials and asset management systems.
- Help identify safety issues and ensure a safe and sound work environment.
- Coordinate the provision of travel and logistics support and services to staff and visitors.
- Coordinate event planning activities, including delegation visits, training and workshops
- Supervise clerks and volunteers supporting Feedback and Complaints Response Mechanism (FCRM) channels, ensuring adherence to established procedures, confidentiality requirements, and service standards.
- Monitor the receipt, logging, referral, and follow-up of feedback and complaints received through assigned FCRM channels and escalate issues as required.

Basic Qualifications

- Bachelor's degree in business administration or relevant field is required.
- Minimum of 3 years' work experience in administrative support functions, with increasing responsibility.

Preferred Qualifications

- Experience with a local or international NGO is a plus.
- Additional education may substitute for some experience.
- Experience and proficient skills in MS Office packages (Excel, Word, PowerPoint, Visio) and information management systems.

Knowledge, Skills and Abilities

Admin Officer

- Good planning, organizational and time management skills
- Strong customer service orientation with very good communication and interpersonal skills
- Ethical conduct and ability to maintain confidentiality
- Proactive, resourceful, solutions-oriented and results-oriented

Required Languages: Excellent command in English and Arabic.

Travel: Travel within Egypt may be required for up to 10%

Supervisory Responsibilities: Yes, Supervises assigned clerks and volunteers supporting FCRM channels

Safeguarding Policy

CRS is committed to safeguarding program participants from exploitation and abuse. The successful candidate is expected to sign and adhere to the CRS Safeguarding Policy and Code of Conduct.

Key Working Relationships:

Supervisory: None

Internal: All CRS staff

External: Visitors, guests, vendors, governmental agencies, auditors, and other INGO.

Agency REDI Competencies (for all CRS Staff)

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Personal Accountability – consistently takes responsibilities for one's own actions.
- Acts with Integrity – consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust – shows consistency between words and actions.
- Collaborates with Others – works effectively in intercultural and diverse teams.
- Open to Learn – seeks out experiences that may change perspective or provide an opportunity to learn new things.

Agency Leadership Competencies:

- Lead Change – continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
- Develops and Recognizes Others – builds the capacity of staff to reach their full potential and enhance team and agency performance.

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- Strategic Mindset – understands role in translating, communicating, and implementing agency strategy and team principles.

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

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CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

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CRS is an Equal Opportunity Employer