



## JOB DESCRIPTION AND QUALIFICATIONS

Job Title : **Executive Assistant**  
Unit : **Office of the Executive Director**  
Reporting to : **Executive Director**  
Supervising : **N/A**

### Broad Statement of Function

- A. Assist the Executive Director of the AHA Centre for the day-to-day administrative, clerical and operational activities;**
- B. Provide support services to ensure effective and efficient functions of the Office of the Executive Director:**
- C. Provide administrative support to ensure provision of effective communications within the organisation and with external parties;**
- D. In coordination with the Administration Unit, provide support services for activities and events held by the organisation; and**
- E. Perform other related duties as required.**

### Primary Responsibilities

- A. Assist the Executive Director of the AHA Centre for the day-to-day administrative, clerical and operational activities:**
  - Assist the Executive Director in managing the Executive Director’s calendar, including preparing day-to-day activities and schedules of the Executive Director;
  - Manage requests for appointments for meetings, coordinate visitors’ schedule to the AHA Centre, and support a variety of executive meetings and stakeholders’ engagement;
  - Help prepare agendas, take notes and prepare reports of meetings for the Executive Director;
  - Act as an interpreter, prepare informal translations, and transcribe English language dictation for official correspondences for the Executive Director as required;
  - Manage the Executive Director’s schedule of missions, prepare travel documents, requirements and settlements;
  - Prepare high quality briefing materials for the Executive Director for his/her meetings and missions, and assist in preparing presentation materials;
  - Prepare correspondences, directive, and comments on behalf of the Executive Director for his/her signature, and do follow-up actions when required;
  - Follow-up on deadlines, commitments made and actions taken, and coordinate collection and submission of reports for the Executive Director.
- B. Provide support services to ensure effective and efficient functions of the Office of Executive Director:**
  - Coordinate incoming and outgoing correspondences;
  - Create and maintain accessible filing system;
  - Ensure safekeeping of confidential materials;



- Use automated office management systems for effective functioning of the Executive Director's office.

**C. Provide administrative support to ensure provision of effective communications within the organisation and with external parties**

- Act as the main contact person for general communications with external parties, such as ASEAN Member States, ASEAN Secretariat, partners and stakeholders;
- Route any specific requirements from external parties to respective person in charge in the AHA Centre;
- Maintain the database of contact details including mail, telephone and email addresses;
- Coordinate the information flow in the Office of the Executive Director and follow-up on circulation of files;
- Screen all incoming calls and correspondences to the Office of the Executive Director;
- Facilitate information sharing between AHA Centre's divisions;
- Present proposals to eliminate communication bottlenecks in the office and streamline office procedures between the Office of the Executive Director and other divisions;
- In coordination with the Communications Officer, maintain and update information in the AHA Centre's website from time to time.

**D. In coordination with the Administration Unit, provide support services for activities and events held by the organisation;**

- Maintain protocol procedures and act as the focal point for the protocol within the organisation;
- Support the activities and events held by the organisation as assigned.

**E. Perform other related duties as required.**

- Perform other related duties as assigned by his/her supervisor;
- Contribute to the team's effort by accomplishing related duties as needed.

## **Job Qualifications**

### **Education**

- Minimum Diploma in the following disciplines: Secretarial and Office Administration, Business Administration, Management, Public Relations, English, Communications or other relevant disciplines. Having a Bachelor's degree will be considered as an advantage.

### **Requirements**

- At least three (3) years of work experience as an Executive Assistant in a government, international organisation and/or private sector;
- Well-organised, flexible and enjoy administrative challenges in working with a variety of people and supporting diverse programmes in cross-cultural environment and international settings;
- Experienced in handling a wide range of administrative and executive support related tasks in cross-cultural environment and international settings;
- Strong command of English, written and spoken;
- Computer literacy and proficiency in the use of Microsoft Office tools (Word, Excel, Outlook, and Powerpoint).



## Other Competency Profile

- **Planning and organising:** Ability to establish a coherent course of action to achieve goals, ability to translate plans into actions, organise work, monitor & review outcomes, and communicate the results clearly both verbally and in writing;
- **Attention to Detail:** Ability to constantly attend to details and achieve highest standard in accomplishing tasks;
- **Teamwork:** Ability to build trust and respect among fellow team members and contribute to the resolution of workplace conflict;
- **Communications and interpersonal skills:** Ability to express thoughts clearly, accurately and succinctly in verbal and in writing to different audiences, and ability to relate well with others and to maintain relations with cordiality and diplomacy;
- **Ability to work in a multi-cultural setting and under pressure:** Ability to interact effectively with people from different cultures, ability to multi-task and remain efficient and productive under pressure;
- **Organisational awareness:** Ability to align thinking and actions to organisational values;
- **Flexibility and adaptability:** Ability to respond positively to change and new organisational practices, structures, procedures and technology; and
- **Personal credibility:** Has high regards for self-discipline, good attendance record, respect punctuality and set example to others, show consistency in words and actions, has high integrity and is conscientious.

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