



Job Description

ADMINISTRATION AND PROGRAM ASSISTANT

Overview

The Administration and Program Assistant (APA) provides administrative and program support for the activities and operations of the Vietnam Education Foundation. The duties include general clerical, receptionist, and program-related support. S/he reports directly to the Country Director (CD) in the Hanoi office, while providing administrative and program support for both the Finance and Administration Team as well as the Program Team.

To keep the Hanoi office management informed of work activities, s/he copies the CD and the Program Manager (PM)/Deputy Director of Finance, Accounting and Administration (DDFAA)/Assistant Director of Finance and Administration (ADFA) on all related emails and reviews matters with the CD as needed. The position is located in the VEF Hanoi Field Office.

Specific duties and responsibilities

1. **Provide receptionist and administrative services:**
 - a. Maintain the front desk and reception area as well as the conference room and staff sitting area.
 - b. Greet, assist, and show visitors the office or escort them to the conference room.
 - c. Direct calls and respond to inquiries.
 - d. Perform general clerical duties to include, but not limited to, photocopying, faxing, mailing, and filing.
 - e. Sort and distribute incoming correspondence, including faxes and emails.
 - f. Assist in the planning and preparation of meetings, conferences, and conference calls.
 - g. Manage and maintain an adequate inventory of office supplies and refreshments.
 - h. Coordinate the repair and maintenance of office equipment.
 - i. Update and maintain all VEF contacts, including the Outlook Contact system.

2. **Provide assistance and support to the Program Team (PT):**
 - a. Work with the IT Team to retrieve, organize, and analyze data on VEF programs for VEF reports.
 - b. Respond to oral and written inquiries from applicants for VEF programs. On a daily basis, check and respond to the VEF general Fellowship email account(s).
 - c. Organize annual University Tour in Vietnam to promote VEF programs.

- d. Work on specific projects including, but not limited to, the logistics arrangements for travel and accommodations related to the Fellows, Visiting Scholars, U.S. Faculty Scholars, and Alumni.
- e. Translate documents related to the VEF programs.
- f. Act as interpreter for meetings, gatherings, and events of the PT and VEF as needed.
- g. Be responsible for logistics arrangements with the press and media.
- h. Focus attention on helping the PT during peak periods of program activities, such as the PDO, the August Interview Mission, the Alumni Conference, the Annual Conference, and the application periods.

3. Other duties:

- a. Make travel and accommodation arrangements for VEF Board members, the ED, and the U.S. staff traveling to/from the United States and in Vietnam. Similarly, make domestic and international travel and accommodation arrangements for the CD if required as a back-up for the ADFA.
- b. Assure that his/her own written documents and materials are timely, well-edited, and of high quality, while demonstrating attentiveness to detail.
- c. Communicate in a timely manner with appropriate personnel in the VEF headquarters office in the United States and with the VEF Hanoi staff.
- d. Contribute to the development of the VEF programs by providing insights and enhancements and by initiating concepts and change for improvement.
- e. Demonstrate commitment to the VEF mission and promote the VEF image and reputation in Vietnam.
- f. Demonstrate a positive, supportive, and professional attitude and a strong sense of responsibility.
- g. Work on other projects/tasks as assigned by the Executive Director, CD, PM, and DDFAA / ADFA.

Qualifications and requirements:

- 1. Vietnamese national with professional work experience with an international development organization, non-profit agency, academic institution, international education organization, or private international company.
- 2. Fluency in English (listening, speaking, reading, and writing).
- 3. A minimum of a Bachelor's degree.
- 4. Excellent computer skills with MS Office and ability to do Internet research.
- 5. Ability to manage logistics and details of several major projects at once.
- 6. Experience in working with foreign visitors.
- 7. Excellent ability to organize work and meet deadlines, demonstrating self-motivation and a performance orientation.
- 8. Strong interpersonal, oral, and written communications skills.
- 9. Superb skills in working as a member of a team.
- 10. Ability and availability to travel in-country and internationally as required by VEF.

Preferred qualifications:

Demonstrable understanding and knowledge of the Vietnamese and U.S. systems of higher education and resources for science and technology.