

Role: Consultant – Administrative Support

- Act as the first point of contact for incoming calls related to the FRP, ensuring queries are addressed or redirected appropriately.
- Respond to and manage email inquiries, addressing concerns from both internal and external stakeholders.
- Develop and maintain a comprehensive FAQ document that addresses recurring questions and concerns about the FRP.
- Maintain and update administrative records, including call logs, email correspondences, and FAQs.
- Ensure that all records and documents (both hard and soft copies) are properly archived, filed, and available for review upon request.
- Assist in scheduling meetings and related administrative tasks to support the FRP team
- Prepare daily/weekly summaries and periodic reports detailing inquiries, actions taken, and any unresolved issues.
- Liaise with relevant team members to ensure timely follow-up on queries and resolution of concerns.
- Undertake other administrative duties as assigned by the supervisor to support the smooth functioning of the program.
- The role will keep track of detailed record of all inbound calls and inquiries. Also, summaries of inquiries received, responses provided, and any follow-up actions required.
- The role is responsible to maintain comprehensive FAQ resource, updated regularly to reflect the latest information and common queries.
- Keep documentation archive of well-maintained records of all communications and administrative documents accessible for review.

Key Skills and Expertise

- A Bachelor's degree in Business Administration, Office Management, or a related field.
- 4+ years in an administrative support or office management role, ideally within large-scale projects or government programs.
- Good verbal and written communication skills, with the ability to craft clear FAQs and concise reports.
- Proven ability to manage records and documentation, ensuring accuracy and timely access.
- Skilled in Microsoft Office Suite and other administrative software/tools.
- Strong interpersonal skills with a customer-focused approach in handling inquiries and concerns.