



Terms of Reference

RECEPTIONIST CUM OFFICE ASSISTANT
FOR
GERAB FINANCIALS LIMITED

Position Title : Receptionist cum Office Assistant
Department : Corporate Services Division
Reports To: Manager – Corporate Services
Location : Thimphu
Employment Type : Contract

1. Background

Gerab Financials Limited (GFL) is a newly established deposit-taking Microfinance Institution and a wholly owned subsidiary of Gerab Nyed-Yon Limited (GNY). GFL has been created to promote financial inclusion by providing accessible and affordable financial services particularly to the monk bodies.

As a frontline representative of GFL, the **Receptionist cum Office Assistant** will play an essential role in creating a welcoming and professional environment for clients and visitors, while also providing day-to-day administrative and logistical support to ensure the smooth functioning of the office.

2. Purpose of the Role

To provide front desk and administrative support services including reception duties, clerical assistance, logistical support, and office maintenance, contributing to a professional and efficient work environment.

3. Key Responsibilities

A. Reception Duties

- Serve as the first point of contact for clients, guests, and stakeholders visiting the GFL office.
- Greet and guide visitors courteously and professionally.
- Answer and route incoming telephone calls and respond to general inquiries.
- Manage front desk operations including maintaining visitor records and handling incoming/outgoing mail and courier services.

B. Office Assistance

- Provide clerical and logistical support to various functional units, including photocopying, scanning, filing, and document delivery.

- Assist in organizing internal meetings, arranging refreshments, and managing office supplies.
- Support the procurement and distribution of stationery and consumables.
- Maintain cleanliness and order in the reception area, meeting rooms, and shared office spaces.

C. Administrative Support

- Assist in coordinating appointments, booking travel arrangements, and scheduling meetings as required.
- Help in filing official records, both physical and digital, under the guidance of the Corporate Services Division.
- Deliver and collect documents from external agencies, clients, and service providers when assigned.

D. Other Duties

- Support special events, workshops, or training sessions organized by GFL.
- Provide support to any other administrative tasks as may be assigned by the supervisor.

4. Qualification and Experience

- Minimum Class XII pass. A diploma in office management, secretarial services, or administration is preferred.
- At least 1–2 years of experience in a similar role in a corporate or service-oriented organization.
- Basic knowledge of office procedures, filing systems, and customer service.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and use of office equipment.

5. Required Skills and Competencies

- Excellent interpersonal and communication skills.
- Pleasant personality with a professional and courteous attitude.
- Ability to multitask and prioritize duties efficiently.
- Good organizational and time-management skills.

- Discretion, reliability, and a strong sense of responsibility.

6. Reporting and Accountability

- The Receptionist cum Office Assistant will report to the **Manager – Corporate Services**.
- S/he may work closely with other divisions for day-to-day administrative support.

7. Employment Type and Tenure

The selected candidate for the post of a receptionist cum office assistant, shall be recruited for contract term of three (3) years, which may be renewed based on performance.

8. Salary & Others Benefits

The pay & allowances shall be as per the service rules

9. Mandatory documents (required to submit along with application)

1. GNY's Job Application Form (can be downloaded from the website)
2. Curriculum vitae (CV) indicating clearly the details of applicant and, with names and details of two referees.
3. Class XII certificate and transcripts.
4. Valid document proof/evidence to show work experience.
5. A valid Citizenship Identity Card (both back & front printed).
6. A valid audit clearance certificate for interview.
7. A valid security clearance.

Additionally, the following documents shall be produced by the candidate selected as candidate, prior to his/her appointment:

1. Valid medical fitness certificate.
2. No objection certificate letter from the employer, if currently employed.

For further details, please contact HRA at hra@gerab.bt