

	<p>جامعة الأمير محمد بن فهد معهد اللغة</p>	<p>Job Description: Administrative Officer</p>
	<p>Prince Mohammad bin Fahd University English Language Institute Office Telephone: (Male) 03-841-8530 (Female) 03-841-5435</p>	

POSITION TITLE: ADMINISTRATIVE OFFICER, ENGLISH LANGUAGE INSTITUTE

1. Position Purpose:

Working in close relationship with the Supervisor, ELI, the Administrative Officer is responsible for administrative and secretarial support to administrative staff and facilitators, including special projects, office work flow, appointments, correspondence, data compilation and records control, student registration and orientation, and student affairs. The Administrative Officer also acts in a leadership role within the ELI office as directed by the Supervisor, ELI, in coordinating the activities of other office administrators as well as providing direction and on-the-job training to ELI trainees. The incumbent may perform duties of a sensitive and confidential nature. In addition, the Administrative Officer participates in marketing efforts in the community as directed.

2. Duties and Responsibilities:

- Maintains calendar, schedules appointments and student lessons and orientations.
- Performs direct sales activities in person and by telephone, fax and email, delivering initial descriptions and information, as well as using sales skills to gain new students.
- Receives and processes student registrations, accepts funds and processes bank transfers and SPAN transactions, prepares documents required to maintain balanced accounts for review and approval by Supervisor, ELI.
- Maintains records through filing, retrieval, retention, storage, compilation, coding, updating in both digital and physical format.
- Answers telephone, screens callers, relays messages, prepares, sends and receives faxes, and greets visitors. Operates office equipment such as printers, fax machine, and scanner; coordinates the servicing of equipment.
- Operates personal computer to prepare reports, statistics, tables, as well as to locate and compile information, access email, electronic calendars, and other basic office support software. Uses various software applications, such as word processing, spreadsheets, relational databases, Customer Relationship Management software, and graphics packages to assemble, manipulate and/or format data and/or reports.
- Uses telephone, email and fax to cold call potential customers, and directs other administrative staff in this regard. Maintains records of marketing activity.
- Coordinates special projects and events, office activities and committee meetings.
- Provides initial translation services between English and Arabic both verbal and written.
- Provides On-The-Job training to office trainees as directed by Supervisor, ELI.

3. Reporting Line:

The ELI Administrative Officer reports to the Supervisor of the English Language Institute.

4. Qualifications:

- Education should include at least a degree beyond high school.
- Experience in an office environment. Familiar with and experienced in implementing standard office procedures.
- Capable of effective written, verbal and non-verbal communication with both clients and staff. Willingness to develop sales skills.
- Native fluency in written and spoken Arabic, high level of written and spoken English. Some experience in written Arabic English, English Arabic translation.
- Able to operate a computer effectively in an office environment.
- Able to take direction and work independently and with others to complete tasks and reach targets.

5. Work Environment:

The English Language Institute operates in the Prince Mohammad Program building located in Dammam. The responsibilities of the Administrative Officer will be located here. It will be periodically necessary for the Administrative Officer to complete tasks outside of office hours, as well as off-site, as directed by the Supervisor, ELI.