



CALL FOR APPLICATION VOLUNTEER POSITION

MAURITIUS PILOT YOUTH DIASPORA VOLUNTEERING PROJECT

MU10.REI2023.VP-04

REPUBLICATION

SECTION 1

Position Information

Position Title	Front Desk Volunteer
Host Organization	PILS (Prévention Information Lutte Contre le SIDA)
Duty Station	Mauritius – Port Louis
Position Number	MU10.REI2023.VP-13
Organizational Unit	General
Reports directly to	TBD

SECTION 2

Organizational Context and Scope

PILS is an association committed to the fight against AIDS, which was founded in 1996. Its aim is to offer a support structure to people living with HIV in Mauritius. Since 2013, PILS has officially become a member of the Coalition PLUS, a union of French-speaking community associations grouped together in the fight against HIV/AIDS. The objective of this international union is to put patients and people at risk of HIV/AIDS infection back at the centre of initiatives to fight the pandemic.

SECTION 3

Responsibilities and Accountabilities

As a front desk representative, you will be the first point of contact for our company. Our front desk representative's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a front desk representative, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Responsibilities:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical front desk representative duties such as filing, photocopying, transcribing and faxing

SECTION 4

Required Qualifications and Experience

EDUCATION

- Proficiency in Microsoft Office Suite
- High school degree; additional certification in Office Management is a plus

EXPERIENCE

- Proven work experience as a front desk representative, Front Office Representative, receptionist or similar role

SECTION 5

Languages

REQUIRED

French, English and Mauritian Creole required

DESIRABLE

- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks

- Customer service attitude
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills

SECTION 6

Competencies¹

■ The incumbent is expected to demonstrate the following values and competencies:

VALUES - All volunteers must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

CORE COMPETENCIES - Behavioural indicators – Choose a level.

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

Call For Application Submission Guidelines

Interested candidates are invited to submit their application online through this [link](#), by the 9 September 2023 (23:00 Mauritius time). For more information on the project, click on this [link](#).

All applicants will receive written notification of the outcome of the selection process. Should an

applicant request further clarification, IOM will provide a response explaining the transparency and integrity of the selection process undertaken. IOM reserves the right to decline disclosure of the specificity of decision derived by the IOM mission due to reasons related to confidentiality.

IOM reserves the right to accept or reject any Application, and to annul the selection process and reject all Expression of Interest at any time, without thereby incurring any liability to the affected applicant.

For more information, please contact IOM in writing sending an email to iommauritus@iom.int.