

Assistant to the Academic Office
Job Description



LINE MANAGEMENT

POSITION	ASSISTANT TO THE ACADEMIC OFFICE
REPORTS TO	HEADS OF PEDAGOGY
SUPERVISOR	HEADS OF PEDAGOGY
LIAISES WITH	ACADEMIC OFFICE EMPLOYEES, TEACHERS, STUDENTS, ADMINISTRATION DPT, OTHER DEPARTMENTS, PARTNERS...

MAIN RESPONSIBILITIES

1)	"Front desk" responsibilities
2)	Administrative tasks
3)	Assisting in examinations management (DELFI/DALF, TCF ; Professional Section exams)
4)	Assisting in HR management
5)	Assisting Professional Section management
6)	Assisting the Classrooms and Assets Manager and replacing him during his absence

TASKS

1) "Front desk" responsibilities

- **Reception**

- Reception of visitors and providing accurate information to them
- Serving as interface between visitors and the Academic Office

- **External Communication**

- Answering phone calls regarding informations' requests
- Answering e-mails regarding informations' requests
- Management of the communication between the Academic office and its external partners including Professional Section internships, bursaries etc.

→ **OBJECTIVES :**

- **To answer information clients' needs**
- **To promote our flagship products : Professional French, Corporate Classes, One-on-one classes, E-learning**
- **Internal Communication – mainly concerning administrative tasks**
- Management of communication between the Academic office and the teachers

- Management of communication between the Academic office and the Administration dpt
- Management of communication between the Academic office and the other departments

2) Administrative tasks

- **Daily**
 - Management of the stock and supplies of the Academic office - in collaboration with the Classroom and Assets Manager
 - Monitoring of teachers' photocopies and sending feedback to the heads of dpt
 - Daily photocopying/printing for the use of teachers and the pedagogy office
 - Typing and distribution of testimonials / other documents for the students
 - Distribution and collection of teaching materials (text books) - in collaboration with the Classroom and Assets Manager
- **Occasionally**
 - Organizing internal examinations (photocopy and transferring them to the teachers)
 - Printing and distribution of result slips for FLE classes and Bilingual Section
 - Printing and distribution of administrative documents (photocopy and transferring them to the teachers)
 - Handle mails and administrative documents
 - Attending meetings and taking minutes
 - Translations for the needs of the Academic office

→ OBJECTIVES:

- **To assist the Academic office and the teachers with the Administrative tasks**
- **To improve the administrative organization of the Academic office**

3) Assisting in examinations management (DELF/DALF, TCF)

- Filing of registration documents (DELF/DALF, TCF)
- Management of certificates (DELF/DALF, TCF)
- Assisting in the coordination of DELF/DALF/DAEFLE exams
- Co-coordinating TCF examinations

→ OBJECTIVES:

- **To provide relevant information about exams to the clients**
- **Coordinate / co-coordinate efficiently organization of the exams**

4) Assisting in HR management

- Compilation of employees' forms, etc.

5) Assisting in Bilingual Professional Section (BPS)

- Various administrative tasks: typing administrative documents - letters, etc.

- Filing of documents and management of PS certificates
- Drafting and following up on Presence registers and result slips of the professional section
- Coordinating internal internships
- Assisting in organizing and following up on external internships (mails and telephone calls, internship agreements)
- Assisting in organizing PS examinations and evaluation at the end of each semester
- Assisting in organizing the jury for the end of the PS training
- Assisting in organizing the graduation ceremony for the PS : liaison with sponsors for sponsorship
- Compiling / following with accounting on payments situation

6) Replacing Classrooms and Assets Manager during his absence

Education and Experience:

- Minimum of HND in Bilingual Secretarial ship
- Experience in organizing events and managing budgets would be an advantage

Key Competencies:

- Excellent oral and written communication skills in English and French
- Customer service principles and practices
- Good knowledge of administrative and clerical procedures
- Flexible, reliable and able to work within deadlines
- Good command of MS Office Suite

Duration: Fixed term contract of one year with 3 months' probation period (renewable)

Starting date : 27th July 2015

Deadline: 29th May 2015

Applying procedure: CV + cover letter at in English at languages@afaccra.com, and copy: dg@afaccra.com; culturel@afaccra.com

Contact: Nathalie N'Guessan, Co-director of studies, AF Accra

Website: www.afaccra.org