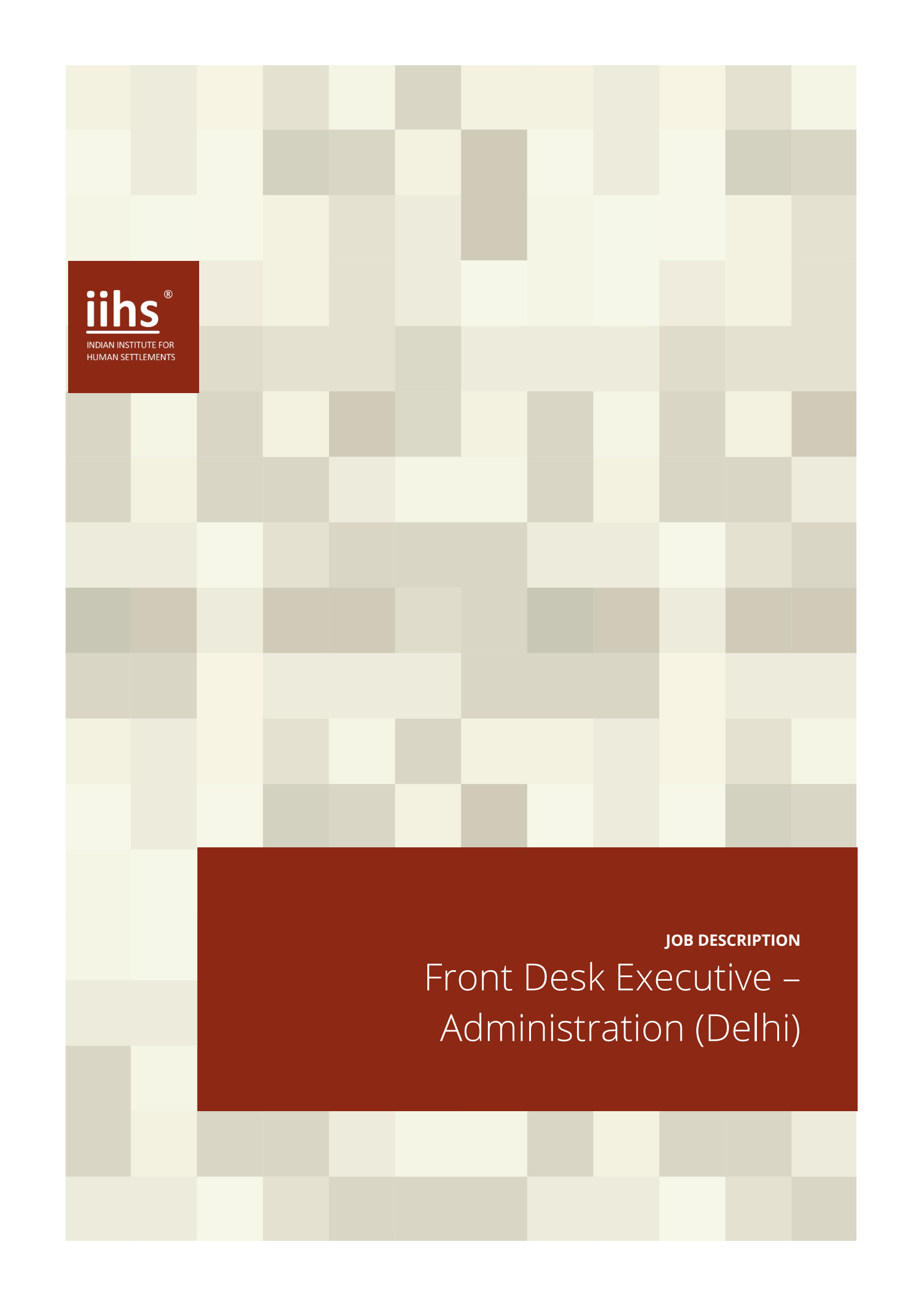




iihs[®]

INDIAN INSTITUTE FOR
HUMAN SETTLEMENTS

JOB DESCRIPTION

Front Desk Executive – Administration (Delhi)

About Us

The Indian Institute for Human Settlements (IIHS) is an interdisciplinary knowledge institution and distinct university, committed to the equitable, sustainable and efficient transformation of Indian settlements. It conducts an integrated programme of quality campus-based teaching and research, applied research/ practice-based work to deliver large-scale impact, training and lifelong learning for working professionals as well as blended learning. IIHS brings together theory and praxis around India-centric knowledge and applied research, while engaging with and drawing from knowledge across the globe.

For more information, please see <http://www.iihs.co.in>

Job Description

The front desk executive will be responsible for efficiently and effectively dealing with all front desk activity at the IIHS Delhi office, including the handling of visitors, phone calls and courier packages.

This is a contractual position for an initial term of 11 months, renewable on mutual consent.

Activities and Tasks

Responsibilities would include, but not be limited to, the following:

- Greeting visitors and ensuring that they have a pleasant and comfortable experience in the reception area;
- Receiving phone calls and maintaining proper records of all incoming and outgoing call traffic;
- Staying updated on all Institutional activities and programs, as needed to handle queries and respond effectively at the front desk;
- Providing support during events and senior delegate visits;
- Handling all courier and postal related queries, managing the concerned vendors, and submitting the invoices on time to the billing desk;
- Assessing the status of housekeeping activities and alertness of security staff on an ongoing basis;
- Ensuring the seamless procurement of printed materials for IIHS projects and initiatives, and vendor management of printing material suppliers; this includes the processing of vendor invoices and ensuring timely payments as relevant;
- Joining the location Admin manager during briefings of the support staff;
- Maintaining MIS on any Administrative processes as assigned by the Supervisor; providing timely updates and maintaining proper periodicity of reporting;
- Checking the correctness of all security registers being maintained at the site;
- Taking up any additional responsibility that the Supervisor may set from time to time;
- Providing support to other IIHS activities including academics, research, training, practice, operations and others;
- Participating in all activities of Institution-Building at IIHS; carrying out tasks as assigned by IIHS; and travelling on IIHS work within or outside the country as and when needed.

Structure and Reporting

The front desk executive will be an External Consultant coordinating with the Senior Manager – Administration at IIHS Delhi and will be required to collaborate effectively with a diverse group of internal teams and external individuals/ organisations, including IIHS students from time to time as relevant.

Person Specification

The ideal candidate should have:

- A Bachelor's degree in any discipline with 3-5 years of relevant work experience;
- A proven track record in seamlessly handling front desk activities, including call receiving and tracking;
- A pleasing personality with the ability to handle pressure gracefully;
- The ability to maintain MIS on key administrative processes, with competency in MS excel;
- Experience in handling Housekeeping and Security staff, including their schedules and day to day work;
- Confidence as a speaker and alertness as a listener;
- Punctuality and meticulousness in all aspects of their work;
- Ease of communicating in and comprehending English and Hindi.

This is a contractual engagement for an initial term of 11 months, renewable on mutual consent. This offer is on an exclusive basis, which implies that other professional assignments (whether compensated or not) that bear a potential conflict of interest with IIHS cannot be undertaken.

The search will remain open until the position is filled.

Location

This position is based in Delhi and may entail travel to other locations in India.

Review and Assessment

The role and performance of the incumbent shall be subject to normal review and assessment systems at IIHS.

Diversity Policy

IIHS is an equal opportunity employer that encourages women, people with disabilities and those from economically and socially excluded communities with the requisite skills and qualifications to apply for positions.

To apply

If you are interested to explore this opportunity with us, please fill the online application form by clicking [here](#). (You can also click on the "Apply Now" button at the end of the Job Description displayed on the website).

Contact

Please write to us at hr@iihs.co.in if you need any clarifications while filling the online application form.



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