

Job Description (Asia Region)

This job description serves as a clear and accurate outline of the role's purpose, key responsibilities, and required qualifications. It is designed to guide recruitment by ensuring candidates and hiring teams share a common understanding of the position. It also helps align the role with organizational goals, supports performance management, and provides a reference point for career development and workforce planning.

Please complete all sections carefully in a careful and concise manner and do not use acronyms or industry jargon. Incomplete templates will delay posting. Once this is complete, email it to HR.

Note: All position grades are determined by the People & Culture (HR) Team. Please DO NOT fill in the "Grade" box below.

Position Information

Position title: Admin and Service Support Officer	Date requested: 26/08/2025
Position Type (FT/ part-time/ ST etc.): Full Time	Grade (for HR use only): Grade A, Step I
Division: Program Support	Department: Program Support
Location (Country, City): CO	Incumbent's name (if applicable): Click or tap here to enter text.
Line Manager: Tet Sovannary	Dotted-line Manager (if applicable): Click or tap here to enter text.
Travel Requirement: 20 %	

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The Admin and Service Support Officer plays a vital role in ensuring the smooth and efficient functioning of CARE Cambodia's operations. These positions support day-to-day administrative tasks, procurement processes, and office maintenance to create a professional, safe, and well-organized working environment.

Admin assistance provides essential support in documentation, internal communication, meeting coordination, and compliance with organizational procedures.

Procurement assistance ensures transparent and efficient procurement of goods and services, supporting vendor management and procurement documentation under the guidance of the Senior Procurement Officer.

Service Support Officer (Cleaner) maintains cleanliness, hygiene, and functionality of office spaces, contributing to staff well-being and operational efficiency. Together, these roles are critical to enabling CARE Cambodia's staff to focus on delivering high-quality program outcomes in alignment with organizational values and standards. This position is based in Country Office (CO).

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1

MAIN RESPONSIBILITIES	40%
Admin Support - Prepare, copy, scan, file, bind, and distribute documents and correspondence. - Support office activities, including organizing meetings, workshops, and logistics. - Provide front desk support by answering calls, welcoming visitors, and maintaining the visitor logbook. - Ensure timely and accurate completion of the driver log sheet each month. - Assist with visa extensions, document attestation, and delivery of official documents to partner ministries and the Ministry of Foreign Affairs and International Cooperation (MoFAIC). - Deliver payments and cheques for utilities, internet, telephone services, and suppliers. - Manage the storage room and maintain inventory records. - Manage petty cash and ensure timely preparation for replenishment. - Assist with vehicle arrangements in the absence of the Administrative Officer. - Record monthly usage of utilities, fuel, and airfare for both Country Office (CO) and Field Offices (FO). - Monitor and replenish kitchen, restroom, and office supplies daily.	

JOB RESPONSIBILITY 2

MAIN RESPONSIBILITIES	40 %
Procurement Support - Enter and update data in the procurement tracking system to ensure accurate and timely records. - Scan, organize, and maintain procurement documents and contracts. - Request quotations from vendors and suppliers in accordance with procurement guidelines. - Prepare daily payment vouchers in coordination with the Finance team. - Raise Purchase Requisitions using the PeopleSoft System. - File procurement-related documents, including agreements and expense records for projects. - Assist in tracking and maintaining consultant profiles and related documentation.	

JOB RESPONSIBILITY 3

MAIN RESPONSIBILITIES	15 %
Service Support Officer (Cleaner) - Perform daily cleaning of office areas, including workstations, meeting rooms, restrooms, and common spaces. - Ensure proper waste disposal and uphold hygiene standards throughout the office. - Monitor and replenish cleaning supplies, reporting any maintenance or facility issues to the appropriate personnel. - Support the setup and cleanliness of meeting and event spaces as required. - Maintain a respectful, professional, and courteous demeanor while performing duties.	

JOB RESPONSIBILITY 4

	% of time %
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- Actively participate in the Annual Performance Planning and Appraisal (APPA) process, including annual reviews, mid-year evaluations, and regular one-on-one meetings, ensuring alignment with individual work plans and organizational goals.
- Support emergency preparedness and response efforts as needed. Promote a safe and secure working environment, fostering a culture of safety awareness and consistently adhering to CARE's safety and security policies and procedures.
- Demonstrate a strong understanding of and commitment to gender equality, women's empowerment, and CARE's values, including respect for ethnic diversity and cultural sensitivity.
- Uphold CARE's Safeguarding Policy and Code of Conduct, ensuring full compliance and accountability.
- Ensure all staff, partners, and vendors involved in selection processes are aware of and comply with CARE's safeguarding commitments.
- Comply with CARE Cambodia's financial, human resources, and operational policies, promote effective communication between operations and program teams, and maintain high standards of honesty, integrity, and confidentiality in all professional conduct.

JOB RESPONSIBILITY 5

Click or Tap here to insert Job Responsibility Header	% of time%

OTHER RESPONSIBILITIES AS ASSIGNED % of time

- Support the Safety & Security team in maintaining and replenishing First Aid Kits to ensure all supplies are valid, stocked, and ready for use, helping prevent harm to staff in case of emergencies.
- Assist in conducting assessments of offices, buildings, and residences to ensure compliance with Safety & Security protocols prior to contract signing.
- Support vehicle inspections at least one day in advance to ensure safety and readiness before rental services are provided.
- Actively participate in the Annual Performance Planning and Appraisal (APPA) process, including annual reviews, mid-year evaluations, and regular one-on-one meetings, ensuring alignment with individual work plans and organizational goals.
- Support emergency preparedness and response efforts as needed. Promote a safe and secure working environment, fostering a culture of safety awareness and consistently adhering to CARE's safety and security policies and procedures.
- Demonstrate a strong understanding of and commitment to gender equality, women's empowerment, and CARE's values, including respect for ethnic diversity and cultural sensitivity.
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Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

- Qualifications and Experience
- Completed High School Education.
- Minimum of 2 years of relevant professional experience, preferably with an International Non-Governmental Organization (INGO) or a private sector company.
- Proven experience in administration, Procurement and Service support office.

Desired

- Demonstrated ability to follow standard policies, procedures, and processes, ensuring consistent implementation of routine transactions and operations.
- Willingness to learn and engage with CARE's mission, particularly in areas of gender equality and women's empowerment.
- Openness to continuous learning and professional development within a value-driven organization.

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

- Experience in office administration
- Strong organizational and communication skills
- Proficient in MS Word, Excel, Outlook, Share Point, and People Soft system
- Familiar with procurement procedures and documentation
- Detail-oriented and able to follow instructions
- Minimum 2 years of admin, procurement, & cleaning experience, preferably with an NGO
- Knowledge of hygiene and cleaning standards
- Reliable and able to work independently

Desired

- Ability to make a productive contribution through talent, knowledge skills and good work practices.
- Ability to work within clearly defined routines and plans; repetitive manual duties, with minimal supervision.
- Demonstrated ability to take direction and to work as part of a team.
- A willingness to learn how to manage and acquire a small cash advance.
- Good interpersonal skills including open-mindedness, willingness to learn, team spirit, good attitude and personality; and
- Demonstrated characteristics in honesty, reliability and trustworthiness.

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. **Select Level: Level 1**

Level 1: What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis
Level 2: What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem.
Level 3: Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?

Click or tap here to enter text.

Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior. The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE's Job Classification System.

Level	General competency behavior description	Job Classification
Level 1	Foundational: Baseline behaviors.	Support
Level 2	Capable: Practical application of the behaviors.	Professional
Level 3	Inspirational: Role models, coaches, and influences demonstration of the behaviors.	Managerial
Level 4	Transformational: Envisions and innovates the next generation of the behaviors.	Executive

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A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING Choose Level**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION Choose Level**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET Choose Level**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS Choose Level**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION Choose Level**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

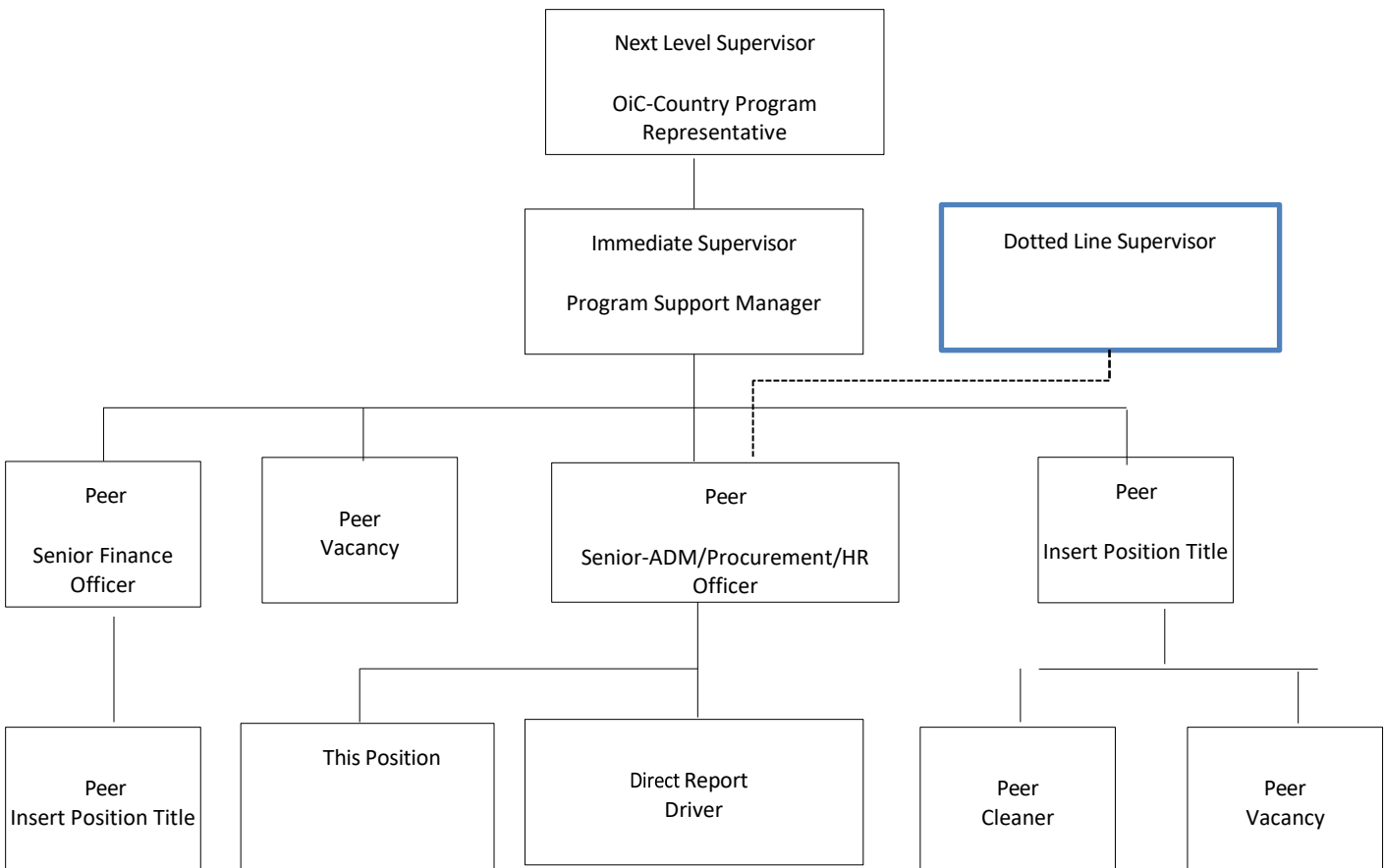
- **STRATEGIC LEADERSHIP & EXECUTION Choose Level**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP Choose Level**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE's Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role. This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

Competencies	Proficiency Level
Click or tap here to enter text.	Choose Level
Click or tap here to enter text.	Choose Level
Click or tap here to enter text.	Choose Level

Organization



Sign-off

Employee Name:

Click or tap here to enter text.

Employee Signature:

Date:

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Manager Name:

Click or tap here to enter text.

Manager Signature:

Date:

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