

Operational Support Assistant



POSITION: Operational Support Assistant

LOCATION: Kigali, Rwanda

ABOUT THE MASTERCARD FOUNDATION

The Mastercard Foundation is a global foundation based in Toronto, Canada. Our programs promote financial inclusion and advance youth learning in Africa. The Foundation was established in 2006 through the generosity of Mastercard when it became a public company. From inception, the Foundation was designed to be a separate entity and independent from Mastercard. Our policies, operations and funding decisions are made by our President and Board of Directors.

The Foundation believes that every person has the potential to transform their lives and improve the lives of their families and communities. The Foundation collaborates with partners to advance sustainable and scalable solutions in microfinance and youth learning, focusing on countries that face high rates of poverty and growing numbers of out-of-school youth. Much of this work will be accomplished by building strong institutions in developing countries – particularly Africa – and investing in robust evaluation and learning agendas.

The Foundation values innovative and fresh thinking as it strives to become a global thought-leader. Its work is achieved by a strategic, nimble and highly entrepreneurial team with a proactive and results-oriented approach to its philanthropic activities. The organization's culture is shaped by people who are driven and passionate about the Foundation's mission.

COUNTRY OFFICE IN KIGALI, RWANDA

The Mastercard Foundation is opening an office in Rwanda to support two new initiatives:

Rwanda Employment and Enterprise Development Initiative (REEDI) will increase productive employment for young people; expand access to financial inclusion for tourism related businesses and improve the capabilities of, and coordination between, key stakeholders, in the tourism and hospitality industry; and,

Secondary Education Teachers' Initiative which seeks to improve the quality of teaching and learning in secondary schools.

An office in Kigali provides an opportunity to oversee the management and implementation of the two initiatives, drive the country-level coordination of all Foundation interventions and represent the Foundation at a country level in close liaison with senior management in Toronto, Canada.

THE POSITION

The Operational Support Assistant will report to the Director, Education and Learning and Youth Livelihood with a dotted line to the Senior Program Manager, Youth Livelihoods and work directly with team members in the Country Office. This position will have frequent interactions with other Foundation staff in Toronto, Canada. The successful candidate will demonstrate the Foundation's core values - Achievement, Innovation and Collaboration.

Specific Responsibilities

- Act as initial contact for individuals contacting the office and advise regarding the most appropriate avenues to handle efficiently.
- Build, liaise and sustain relationships with employees, external stakeholders and general public on behalf of the Country Office.
- Provide administrative support to all Kigali office staff.
- Manage and coordinate calendars including prioritizing and resolving scheduling conflicts as required.
- Coordinate and/or support global travel arrangements including hotel bookings, ground/air transportation, travel itineraries and meeting briefs in advance of all trips. This could also include visas, mobile roaming packages and expense reports.
- Act as the office's first point of call for any queries and answer internal and external calls promptly and politely.
- Assist with budget preparation and forecasting.
- Prepare meeting documents and manage material as appropriate.
- Assist with special projects.
- Facilitate other administrative processes as needed.
- Facilitate internal communication within the team.
- Schedule meetings and coordinate related logistics such as room bookings, catering, refreshments, and document preparation for all attendees.
- Coordinate logistics of project meetings and events including scheduling and hosting of external guests.
- Create, maintain and update the organization of files and records for both teams.
- Manage agenda and chair bi-weekly FI and YL team meetings.
- Maintain organization of the database, shared network drives and SharePoint sites.
- Oversee and manage facilities and office management which would include ordering and maintaining supplies, health and safety, etc.
- Other duties as assigned.

Skills, Qualifications, and Experience

- Successful Completion of a College diploma or University degree.
- Minimum three (3) to five (5) years of experience in an Administrative Assistant role in a fast-paced environment.
- Local knowledge and experience preferred.
- Ability to cope with flexibility, thrive with energetic colleagues, and take initiative.
- High level of proficiency with current technology including; Microsoft Office, with an emphasis on Word, Excel, Outlook and PowerPoint.
- Strong attention to detail with an aptitude for proofreading, suggesting alternatives and making modifications.
- Ability to plan ahead and manage work in order to meet deadlines.

- Excellent prioritization and time management skills.
- Excellent interpersonal skills, exhibiting grace under pressure.
- Ability to analyze financial data (budgets) and format Word or PPT documents.
- Excellent initiative and possess a "take charge" attitude and sense of ownership.
- Strong communication skills in English; written and spoken.
- Driven and results-oriented.
- Service oriented with a willingness to take on a variety of tasks/activities.
- Must be able to work independently with little direction or supervision, and possess ability to coordinate and manage multiple projects.
- Flexible and adaptable to changing priorities.
- Ability to set and achieve clear objectives.
- Professional maturity.
- Sensitivity to working within different cultures.
- Impeccable integrity.

BENEFITS AND COMPENSATION

The Foundation offers an excellent benefits package and a salary that is commensurate with experience.

LOCATION

This position is located at the Foundation's office in Kigali, Rwanda.

TO APPLY

Applications will be accepted on a rolling basis, with the position beginning immediately. Please email your resume along with a cover letter explaining your interest in the position to humanresources@mastercardfdn.org, indicating "Operational Support Assistant" in the subject line of your email. All applications are appreciated; however, please note that only those candidates selected for an interview will be contacted.

APPLICATION DEADLINE

The application deadline for this posting is August 4, 2017.

The MasterCard Foundation welcomes and encourages applications from all individuals. Accommodations are available on request for candidates taking part in all aspects of the selection process.