



Terms of Reference
Assistant Front Desk
WWF-Pakistan

Department	:	Food & Agriculture
Reporting to	:	Sr. Officer Admin & Procurement
Grade / Title	:	B2 / Reception & Communication Assistant
Duty Station	:	Multan
Employment Contract	:	Short Term
Work Week	:	5 (Monday to Friday) Days - 40 hrs / week
Work Hours	:	830 to 1715 hrs

Working Relationships:

Internal

- Coordinate with all departments and staff members regarding visitors, telephone communications, courier deliveries, attendance records, and administrative support requirements.
- Liaise with Administration, Finance, HR, Procurement, and Program teams to facilitate smooth office operations and timely communication.
- Support management and staff by disseminating information, maintaining contact directories, and handling routine administrative tasks.

External

- Serve as the first point of contact for visitors, consultants, vendors, service providers, courier companies, and other external stakeholders.
- Coordinate with courier and logistics service providers for the receipt and dispatch of official correspondence and shipments.
- Maintain professional communication with external parties to ensure effective information flow and positive organizational representation.

Job Summary:

1. Reception & Visitor Management

Manage front-desk operations by welcoming visitors, vendors, and guests in a professional and courteous manner, maintaining visitor records, and coordinating with relevant staff regarding visitor arrivals.

2. Telephone & Communication Management

Operate the office telephone system efficiently, including receiving, screening, transferring, and coordinating incoming and outgoing calls while always maintaining professional telephone etiquette.

3. Courier, Mail & Records Management

Coordinate the receipt, distribution, dispatch, and tracking of courier shipments, letters, and official documents; maintain accurate courier and correspondence records; and liaise with service providers to ensure timely deliveries and collections.

4. Directory & Contact Information Management

Maintain and regularly update organizational contact directories, emergency contact information, and staff communication lists, ensuring timely dissemination of updates to employees.

5. Attendance & Administrative Support

Maintain staff attendance records and provide general administrative support, including scanning, digital archiving, and management of official and administrative documentation as required.

6. Reception Area & Office Presentation

Ensure the reception area remains organized, presentable, and conducive to a professional work environment.

7. Confidentiality & Compliance

Maintain the confidentiality of organizational information and perform all duties in accordance with organizational policies, administrative procedures, and applicable guidelines.

8. Other Assigned Duties

Undertake any other administrative or operational responsibilities assigned by management to support efficient office operations.

Selection Criteria:

- Bachelor's degree in Business Administration, Commerce, Arts, or a related discipline.
- Minimum 1-2 years of relevant experience in front desk, reception, or administrative support.
- Experience with NGOs or development organizations will be an added advantage.

Behavioral Competencies

- Personnel management skills and experience;
- Good Urdu & English language reading, writing and speaking skills;
- Adheres to WWF's values, which are: Passionate & Optimistic, Challenging & Inspiring, Credible & Accountable, and Persevering & Delivering Results.

• Hiring Manager/Supervisor:

Signature / Date-----14-07-2026-----

• HR department:

Signature / Date-----

• Approved by Director:

Signature / Date-----

• Acknowledged by Employee:

Signature / Date-----