

Job Description

Job Title	Office Assistant / Receptionist
Department	Operations
Reports to	Risk and Recoveries Officer
Location	On Site - Mzuzu, Malawi
Role Profile	Early -Mid-level professional

Role Purpose

The Receptionist will be a highly driven and enthusiastic leader dedicated towards amplifying the client management and sales objectives across Emerge Fund. The Receptionist is key in implementing diverse strategies ensuring all client support and queries are managed effectively and efficiently across the organization.

The Receptionist will report to the Risk and Recoveries Officer and will manage the front office and administrative roles under Emerge Fund. The receptionist will be responsible for receiving visitors, providing sound response to all organizational inquiries, supporting our community of entrepreneurs, meeting and conference facilities, managing physical and online mail, answering and screening telephone calls.

The Receptionist will ensure implementation of Emerge Fund policies and procedures in collaboration with the other members of the fund. The Receptionist will manage physical and electronic reference documents for Emerge Fund by maintaining documentation, filing systems and contact database (including clients, partners, staff etc.).

Scope of responsibilities

Role Responsibility 1: Client Relations Planning, Management and Implementation

Key tasks:

- Support in the development of strategy and road map for implementation of enhancing client relations for the fund
- Coordinate development of a work plan towards achieving the client relations milestones and objectives
- Review and ensure alignment of client management priorities, strategies and plans to support diverse client/partner priorities
- Ensure Emerge Fund client activities are grounded and strongly aligned with the recognized standards at both national and international level
- Ensure quality and effective implementation of all client relations under Emerge Fund
- Ensure all learning and knowledge is documented in the most effective approach demonstrating value for money and return on investment

Role Responsibility 2: Appointment and Meeting Management

Key Tasks:

- Coordinate appointment reservations and client bookings and ensure timely engagement with responsible personnel
- Lead in developing and dissemination of client and management meeting schedules
- Ensure quality and timely submission of client engagement activity implementation and performance reports according to the desired standards and guidelines in place
- Track the modern and emerging trends in client relations, meeting delivery best practices and provide recommendations on key developments to the immediate supervisor.

Role Responsibility 3: Office Environment and Marketing Management

Key Tasks:

- Ensure a hygienic and clean office environment at all times adhering to the Emerge Fund Environmental Sustainability strategy
- Ensure all office security guards and cleaners deliver to ensure they are efficient and productive
- Orient all staff to ensure adherence to the organization’s standards on hygiene and safety
- Ensure all client complaints and grievances in line with the office environment are handled timely and amicably
- Market diverse products offered by the fund aggregating and documenting product and service requests to assist clients timely
- Remain knowledgeable on market and industry trends, competitors and leading clientele

Role Responsibility 4: Collaboration and Team Work

Key Tasks:

- Ensure that team work is enhanced amongst all the fund staff members to attain the desired goals
- Collaborate with the rest of the Emerge Fund members during special projects for accomplishment of specific deliverables
- Where necessary work with staff members of Emerge Livelihoods in during special tasks as guided by the immediate supervisor.
- And any other duties assigned from time to time.

Person Specification	
Education and Certifications	Diploma in Business Administration, Management or Marketing. Training in administration and management, community engagement, customer service approaches and methodologies, governance, monitoring, evaluation, accountability and learning, leadership development, recordkeeping and management.

<p><i>Essential Experience</i></p>	<ul style="list-style-type: none"> • A minimum of 3 years’ relevant experience in a renowned and reputable organization preferably in the social/nonprofit or for-profit service sector. • Experience in implementing and coordinating office administration and client relations is required • Experience in managing appointments and meetings targeting diverse stakeholders including management team, development agencies, entrepreneurs and corporate clients • Proven experience working with internal and external partners
<p><i>Essential Knowledge</i></p>	<ul style="list-style-type: none"> • In-depth understanding of front office management • Thorough understanding of recordkeeping and inventory management • Deep understanding of how to organize successful events and meetings • Strong understanding of sales and in-store product management • Strong insight and knowledge of Monitoring and Evaluation methodology and quality assurance • Strategic and analytical thinking • Strong leadership, people management and multitasking • Excellent presentation, communication and negotiation • Networking, influencing and relationship building • Crisis management and conflict resolution • Planning, organization, time management and coordination • Facilitation and engagement • Fluency in written and spoken English and native languages • Computer illiterate with ability to use Microsoft Packages
<p><i>Ability</i></p>	<ul style="list-style-type: none"> • Able to work with minimal supervision and stay on task • Able to work under pressure and under strict deadlines • Able to work effectively in a diverse team environment



Personalities and attitudes	<ul style="list-style-type: none">• Highly motivated• A self-starter• Creative• Positive minded• Mature and decisive• Diplomatic
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<p>Prepared by: Deodato Kamoto</p> <p>Designation: Investment & Portfolio Manager</p> <p>Signature:</p> <p>Date: 25th September 2025</p>
<p>Reviewed by: Ernest Chikacha</p> <p>Designation: CEO</p> <p>Signature:</p> <p>Date:</p>
<p>Accepted by:</p> <p>Employee Name:</p> <p>Signature:</p> <p>Date:</p>



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Emerge Fund is committed to conducting its programs and operations in a manner that is safe for the communities it serves and to protecting all individuals with whom we are in contact. All Emerge Fund representatives are explicitly prohibited from engaging in any activity that may result in any kind of harm, abuse, or exploitation.

We are committed to minimizing safety and security risks for our valued employees, ensuring all are given training, support, and information to reduce their risk exposure while maximizing the impact of our programs. Our shared duty, both as an agency and as individuals, is to seek and maintain safe working conditions for all.

If you require disability assistance with the application or recruitment process, please submit a request to recruitment@emergelivelihoods.org.

Equal Opportunity Employer

Emerge Fund is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees, regardless of background, identity, or ability.