



**WWF** *for a living planet*<sup>®</sup>

## **JOB VACANCY - RECEPTIONIST**

**Reports to:** Operations Manager

**Duty Station:** Dar es Salaam

**Supervises:** None

### **I. Scope of work:**

The 'Receptionist' will be responsible for receiving and transfer /direct all the in-coming calls as appropriate. Receive and attend walking-in visitors including organizing appointments and meetings. Receive and communicate to respective staff members the incoming mails and faxes. S/he will also maintain record of all relevant official contacts/ mailing list and establish a data base that would facilitate a quick and easy access to addresses, phone numbers and office locations. The position requires a person who is respectful and charming, highly disciplined, flexible and a quick learner, well organized, and always prioritizing interest of the organization. She/he will also support different projects in organizing conference and meetings and coordinates logistics in those meetings.

### **II. Specific Duties:**

- Answer telephone and direct calls to relevant destinations in the office and outside the office
- Take and relay messages to relevant staff and provide information to callers
- Organize and manage the Country Office Front Desk including receiving visitors, determine their business and direct them to the relevant offices
- Organize appointments for Senior Officers as appropriate
- Keep track of the office phone use, prepare monthly summary reports and advice on telephone bill charges
- Ensure effective functioning of office telephone lines
- Ensure posts /mails are collected from the Post Office;

- Receive, date stamp and review all incoming mails and faxes and distribute to the appropriate staff with correspondences recorded in appropriate log books
- Maintain proper record/contact list of staff database and of key stakeholders, partners and WWF Offices globally for quick access
- Regularly, keep track of senior staff movements and maintain staff movement schedule, a record of key visits and official events to facilitate better plans for appointments, meetings, and field visits as may be appropriate.
- Support staff in flight booking through WWF Air travel agents and preparation of air travel LPO
- Receive air travel invoices and reconcile with LPO's and submit to Finance office for payment process.
- Deal with queries from the public and customers and monitor visitor access and maintain security awareness
- Manages internal conference and meeting room bookings
- Monitor movements and maintain reception and conference room assets
- Ensures the Reception area is clean and arranged in manner that represents office environment.
- Identifies and aligns with the core values of the WWF organization: Courage, Integrity, Respect and Collaboration
- Undertake any other responsibilities as may be assigned by the supervisor.

### **III. Working Relationships:**

1. Internal: Interacts regularly with field office staff, TCO Management and WWF – International and the Network.
2. External: Interacts frequently with TCO Partners and Stakeholders, Consultants, local merchants and suppliers, service providers e.g. TTCL, curriers, relevant institutional partners, and others.

### **IV. PROFILE**

#### **Required Qualification**

- At least an Advanced Diploma in Business Administration/ Public relations coupled with Customer Care skills and/or Office management training;
- Minimum of three years relevant work experience with proven skills in managing telephone operations /switch board for a large/busy organization.
- Experience in working with international agencies and a variety of partners/customers;
- Computer literate.
- Excellent communication skills both written and oral English and Kiswahili are indispensable;
- Interest in working with an Environmental Management Organization.
- Should be flexible, articulate and ability to work with minimal supervision

## **Required skills and Competency**

- The position requires a person who is respectful and charming, highly disciplined, flexible and a quick learner, well organized, and always prioritizing interest of the organization.
- Self-discipline, morally and professionally irreproachable is essential qualities of an employee.
- Able to develop good customer relations by listening to and understanding the customer needs and providing the right solutions.
- Presentable and respectable personality
- Able to listen carefully, ask relevant questions, organize and deliver the right information, speak clearly and confidently using appropriate language.
- Able to successfully interact with diverse individuals.
- Verbal and written communication skills
- Professional personal presentation

## **MODE OF APPLICATION**

Applications must include a complete Cover Letter & CV with full contact details of three referees and should be addressed to the Head of People & Culture, via email to: [hresources@wwftz.org](mailto:hresources@wwftz.org) by **Thursday, 05<sup>th</sup> October 2023 at 3:30 pm**. Only shortlisted candidates will be contacted. Female applicants are encouraged to apply.

**WWF is an equal opportunity employer and committed to having a diverse workforce**

*WWF has a principle of zero tolerance to fraud and corruption, if you encounter such an incident, then report by sending an email to [fcci@wwftz.org](mailto:fcci@wwftz.org)*



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## **JOB VACANCY - ACCOUNTANT**

**Reports to:** Accounting Unit Lead  
**Supervises:** None  
**Location:** Dar es Salaam  
**Grade:** A3

### **I. Major functions:**

Under the directives of the Accounting Unit Lead, the Programme Accountant's responsibilities will be as follows:

- Provide hands on support to the Finance team on all financial and operational issues to ensure effective management of the TCO Programs and projects.
- Oversee implementation of donor and WWF's operational policies, procedures standards and systems including budget management, financial reporting, audits.
- Support and coordinate development of program's operational, strategic and business plans and ensure effective implementation of the same
- Perform other functions as may be directed by the Project Finance Lead and TCO Finance Manager.

### **II. Major duties and responsibilities:**

#### **Program budgets management**

- Manage program expenditure by ensuring that all program activities are fully funded and expended appropriately.
- Liaise with project technical staff and the TCO Finance Manager on budgetary/cash flows and disbursements from the donor and to program.
- Update and facilitate technical staff's comprehension of the respective financial management issues.
- Monitor spending to ensure that there are no over expenditure and all activities carried out are as per the approved budget and work plan for all the projects under his/her portfolio
- Coordinate regular program team financial reviews based on work plans and expenditures and make comparison of expenditures and approved work-plans to ensure no delays in implementation of project activities for all the projects under his/her portfolio

### **Financial management and accounting**

- Playing a leading role in preparation and ensure timely submission of all financial reports assigned to you for review and approval to Project Finance Lead or Finance Manager for further submission to donors and other partners as per respective contracts.
- Manage key program documents including filing of invoices, contracts, vouchers and other related documents in line with Field Accounting Manual and donor requirements.
- Ensure all procurements are done in accordance to respective laws and standard procedures including the field accounting manual and donor requirements for all the projects under his/her portfolio.
- Review and reconciliation of expenditures recorded in the projects under his/her portfolio to ensure everything belongs to the projects and have been correctly charged and no negative expenditure lines in the TB on monthly basis.
- Follow up on staff travel accounts to ensure that advances are retired, reviewed and posted into the system on time and with accuracy whilst ensuring aging report is current and without long outstanding balances.

### **Program audits**

- Organize Program audits including preparation of documents for internal, external and donor audits.
- Liaise with internal and external auditors on income related issues and any other audit related issues as assigned by TCO Project Finance Lead.
- Facilitate auditors in performing on-site visits.
- Assist in providing management responses to audit reports and implement recommendations.

### **General Responsibility:**

- Undertake any other official duties as assigned by the Finance Manager and the WWF Country Director or his/her assignee as would be required.

### **III. Profile:**

- A university degree in Accounting, Commerce, Business Administration or related field;
- Full accounting qualification i.e. CPA, ACCA or equivalent will be an added advantage;
- Three to five years of working with financial/accounting systems experience in a major international organisation/NGO i.e. USAID accounting
- Demonstrable skills in the development of finance and accounting policies, procedures and systems in the context of an international NGO but private sector experience will be equally considered;
- Good knowledge of fund accounting (including reporting requirements of major Bi-lateral Aid Agencies);
- Hands-on knowledge of the major ERP software's would be a distinct advantage;
- Excellent English and knowledge of local languages an asset.

## **VI. Working Relationships**

**Internal:** Interacts and works closely and on a regular basis with the Finance Manager, Project Finance Lead, project and Tanzania Country Office staff.

**External:** Interacts as required with other stakeholders, in collaboration with the Finance Manager as appropriate.

**This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.**

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