



Part-time Reception coordinator

ANKAA Project stands for equitable pathways towards education and employment. Based on the right to education and the right to work under fair and just conditions, ANKAA advocates for social inclusion, an acknowledgement of a shared history, equal opportunities and a celebration of cultures and skills.

By providing language classes, career counselling and vocational training in the field of tailoring, metal, electricity, carpentry and IT & Media, ANKAA Project supports asylum-seekers, refugees, migrants and unemployed Greeks.

Additionally, ANKAA has developed social business activities offering job opportunities to experienced workers and former ANKAA trainees. We offer an ethical working environment and a fair wage to our makers. Through collaboration with local suppliers, designers and makers we bring different communities together through the process of creation.

Furthermore, the project includes a positive approach towards the environment and the implementation of the principles of circular economy, by offering inter alia recycling and upcycling programs and activities.

ANKAA is an Equal Opportunities employer. We consider applicants for all positions on the basis of ability and skills without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation.

For more information, please visit www.ankaaproject.org

As a reception coordinator you will be in charge to manage strong communication between students and teachers. You will manage registration for classes and the day-to-day organisation of classes regarding attendance, schedules and certificates. You will work closely together with our department coordinators and report to the Board of Directors.

Responsibilities and Tasks

- Be the first point of contact for students, visitors and partners
 - Open and close the space according to the procedure
 - Welcome people and sign them in using our software
 - Answer the phone (calls and messages) and answer them accordingly or redirect them to the right person
- Be in charge of the registration of students for ANKAA classes
 - Manage the organisation of the registration week
 - Explain the different forms to our students
 - Add or update students on our software
 - Monitor the classes' attendance
 - Manage the WhatsApp groups of ANKAA
- Participate in different activities in collaboration with the other coordinators
 - Prepare the term with your colleagues
 - Attribute tasks to volunteers
 - Attend weekly coordination meetings
- Planning and Reporting
 - Extract the right data of our softwares for impact measurement and reporting



- Communicate data with project manager and Board of Directors
- Assume other responsibilities as assigned

Qualifications

- Passionate about and committed to ANKAA Project's mission, vision and values
- Organisational skills combined with an ability to handle and prioritise multiple tasks
- Strong verbal and written communication skills
- Ability to interact with people from diverse and multi-disciplinary backgrounds and build consensus through negotiation and diplomacy
- Respect of sensitive and confidential data
- Ability and flexibility to adapt to frequent change
- Have a positive attitude, friendly and welcoming personality
- Proactive, strong time management skills and a problem-solving attitude
- Proficient in English and Farsi
- Speaking other languages (Greek, Arabic, French, Turkish, etc.) is an asset
- Good knowledge of MS Office
- Knowledge of other softwares and programs is an asset
- Knowledge of planning and reporting

Applications will be accepted until the 18th of July 2021. Please submit a cover letter and a CV describing your relevant experience, interests and motivation with your resume to hr@ankaaproject.org. If you had previous experience in a related field, please attach a recommendation letter or provide us with a recommendation contact.

Every application gets an acknowledgement of receipt and an answer within 14 days of the application deadline. Possible candidates will be invited for an interview.

The future reception coordinator will be guided through her or his different tasks and receive extensive training during her or his first months.

If you have any other questions, do not hesitate to contact: hr@ankaaproject.org