

Position Announcement

Office Manager

The Moroccan-American Commission for Educational and Cultural Exchange (MACECE), based in Rabat, is seeking to hire a dynamic, highly motivated individual to assume the role of Office Manager. This position is primarily responsible for organizing the administrative activities of the office including facility and inventory management services, purchasing, reception and library management. The Office Manager also assists the Executive Director and Deputy Director with agenda management.

The Organization:

For over 40 years, the Moroccan-American Commission for Educational and Cultural Exchange (MACECE) has been working to promote the spirit of traditional friendship between the peoples of Morocco and the United States of America by facilitating academic and cultural exchanges between American and Moroccan citizens. The binational Commission administers a wide range of research, study and teaching grants, chiefly within the context of the worldwide Fulbright Educational Exchange Program.

The Program:

The Fulbright Program is the flagship international exchange program sponsored by the US government, with the goal of increasing mutual understanding and promoting leadership development.

Duties and Responsibilities:

Facility Management

- Keep maintenance of the building equipment, property, and general facility, as well provide general services
- Ensure the transportation of documents from and to MACECE office
- Ensure the building safety measures are respected
- Work with outside contractors who are hired for tasks related to facilities management (builders, painters, plumbers, gardening, cleaning, etc.) and internal catering events
- Ensure that the building internal and external equipment is maintained and serviced regularly
- Maintain a record of the physical inventory of MACECE and all CAPEX; Keep a record of IT inventory with warranty dates
- Maintain an inventory of cleaning and other office supplies and submit restock orders when appropriate
- Assist with physical set up of rooms or exterior spaces for MACECE events

Purchase and Services

- Negotiate with the services/goods providers and liaise with provider chosen to ensure all deliverables are met on time and per the original mission
- Contact outsourced IT service when troubleshooting is required or an outage is reported for immediate follow up
- Make purchase orders

Assistance

- Provide support to the leadership team with agenda management

Reception

- Greet incoming visitors and address their general needs; manage the reception area and all of its equipment
- Register the visitors and guide them according to their need
- Answer calls and register caller needs and inquiries; ensure receipt of all information including caller's name, position, phone number, email and purpose of the call
- Direct the caller to appropriate staff member or take a message
- Ensure reception area is organized and projects a business-like image, with all necessary supplies
- Provide basic and accurate information on Fulbright programs in-person or via phone
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook)
- Arrange mailboxes of grantees and inform PO of any new mail deliveries for grantees
- Check and sign for deliveries, before informing the relevant member of staff of their arrival
- Keep track of the Commission's office supply stock
- Check the answering machine for messages and provide timely messages to staff
- Report telephone equipment and line faults to the IT/Logistics Officer
- Review and update on a regular basis the staff contact and telephone extension lists
- Advise the staff of any log extension changes.
- Display Commission calendars
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Library management

- Update and oversee the database of library books
- Prepare labels for the new books
- Manage tracking sheets for borrowing books and provide proper process instructions to grantees and alumni who wish to borrow books
- Follow up on the return of books to the Commission
- Display new publications of Fulbrighters and alumni in library with writer bios and descriptions; point visitors to such features

Archive Management

- Work with Deputy to determine what documents should be scanned
- Scan files to be put into the archives
- Collaborate with IT /Logistics Officer to properly file scanned files
- Ensure on a regular basis that the archives' room is properly ventilated and safe from any hazards

Events

- Play a support role in the events organized by the Commission

Other duties as assigned

- The Office Manager may be asked to help with other office tasks as needed

Required Skills, Experience and Core Competencies:

Academic Background

- Bachelor degree in general management or in a related field

Professional experience

- 2-3 years of work experience in office/facility management or contract management
- 1 year of experience in office reception preferred

Core competencies

- English, French and Dialectal Arabic skills
- Office suite (Word, Excel)
- Notetaking
- Ability to use a laptop, scanner, printer/copier

Managerial and behavioral competencies

- Multi tasking & responsiveness
- Customer service (positive attitude)
- Good telephone manners
- Professional attitude and appearance
- Teamwork
- Initiative
- Ethics and confidentiality
- Open-mindedness and adaptability
- Interpersonal Communication skills
- Ability to deal with emergencies while streamlining other office operations (resourceful and proactive when needed)
- Ability to work nights or weekends or extended hours as required for events

Other

Valid Driver's License

Qualified candidates: please submit both a CV and cover letter explaining your interest in the position and relevant experience (in English) to h.elbastami@fulbright.ma no later than 5pm on March 1, 2024.

Incomplete applications will not be considered.

Only shortlisted candidates will be contacted for an interview.