



ICRC

THE INTERNATIONAL COMMITTEE OF THE RED CROSS (ICRC)

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflicts and other situations of violence and to provide them with assistance. It directs and coordinates the international relief activities conducted by the International Red Cross and Red Crescent Movement in situations of conflict. It also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

The ICRC Regional Delegation in Bangkok is looking for a:

Hospitality Officer, based in Bangkok (2 positions)

The Hospitality Officer will be under the supervision of Hospitality department. Our department is responsible for the visa, hotel, car booking and follow-up of domestic and international flights. It also organizes the new welcome of new national and international staff. Finally, this department is in charge of the organization of seminars, conferences and meetings taking place mostly in Bangkok.

Responsibilities:

➤ Welcome Administrative Duties

- Opens a staff file for each expatriate (permanent)
- Permanently update the welcome database with all necessary information
- Elaborates staff lists with personal, passport & visa details and keeps them updated
- Handles travel-related correspondence with headquarters and other delegations
- Handles correspondence with the headquarters regarding family reunion, vacations, End of Missions and other administrative information linked with expatriate and their family
- Establishes the delegation's official welcome file and distributes it to visitors and new delegates
- Ensures the necessary administrative related work and good customer service for concerned files
- Performs various office duties in English and Thai
- Support other member's duties within Welcome unit in area such as Visas and Permits arrangement, Flight booking and coordinating with the parties concerned.

➤ Visas and Permits

- Handles all formalities related to the establishment/extension of residence visa etc. for expatriates and their families.
- Handles formalities for travel visas mobile and residence staff
- In charge of relevant contacts with Ministries and government offices
- Issues invitation letters for visiting staff to Thailand
- Requests Thai ID card from Ministry for expatriates and their families
- Requests Thai driving license from Ministry for expatriates and their families

➤ Flight booking

- Handling of travel needs for ICRC staff members and visitors (incoming & outbound)
- To manage reservations and control correctness
- To follow-up and issuing of tickets at due time

➤ Organization of seminars, conferences and meetings

- Primary point of contact for all seminars, conference and meeting request.
- In charge of the planning and organisation of events/ meeting/ seminars, coordinating with the parties concerned.
- Handles correspondence between the seminar /conference's requester, seminar participants from various country and the hotel contact person.
- Ensures the necessary administrative related work and good customer service for concerned files

- Establishes the delegation's official welcome file and distributes it to visitors and new delegates
- To check, verify and justify the invoices from hotels and seminar conference venue bills
- Coordinate between internal/external parties to complete the tasks within the deadline

➤ **Contribute ICRC Mobile phone**

- In charge of mobile package and coordinate with the mobile operator
- To contribute mobile phone allocation for all colleagues
- In charge of technical problems and maintenance of mobile phone in coordination with ICT department
- To check and manage invoices of mobile phone bills
- Control of mobile phone and mobile phone number's inventory
- Cooperate with ICT and update mobile number of ICRC colleagues and family members for ICRC SMS alert

Qualifications and Skills:

- High school level or professional school
- 2 years' experience in a similar function
- Very good command of written and spoken English
- Very good computer skills
- Excellent organisational and methodical skills.
- Good communication skills

Your Profile

- Robust organizational skills and good capacity to prioritize
- Maintains good relations with governmental & official representations of the country
- Excellent organisational and methodical skills.
- Good communication skills

What we offer

- Dynamic and challenging work environment in the humanitarian international set-up
- Attractive package depending on qualifications

Qualified applicants are requested to submit their comprehensive CV and letter of motivation in English, as well as availability and salary expectation, by email only to: ban_recruitment_services@icrc.org (specify position name at your email title)

Attn: Human Resources Department

The closing date for the post will be: **14 Jun 2019**

(please refer to the [source of vacancy announcement](#) e.g. website, newspaper, etc... in the application letter)

Kindly note that only short-listed candidates will be contacted for the interview