

BASIC DETAILS

Job Title:	Administrative Operations Executive
Department:	Finance & Admin
Work Location:	7A Lorong 8 Toa Payoh #02-09 Agape Village Singapore 319264
Reporting To:	Finance and Admin Manager
Type of Employment:	Full Time

Job Scope:

The Administrative Operations Executive is required to support daily operations including timely and accurate scheduling of client services & their transport needs, processing of invoices, deliveries, servicing of facilities and ensure other operational workflows are efficiently executed.

Key Responsibilities:

Operations

- Maintain administrative workflow for the 4Rs - Rehabilitation, Re-Integration, Respite, Return-to-Work and related Transportation processes through administrative support including coordinating and booking client appointments and transport arrangements, and collection of payment for services.
- Resolve administrative issues by identifying and analyzing information and communicating suggested solutions.
- Maintain rapport with clients and family caregivers, providing excellent client experiences.
- Communicate professionally and knowledgeably with members of the public when an inquiry is made in person or via other channels (e.g. telephone, email), answering or referring inquiries to the relevant persons in the organization.
- Maintain continuity of work operations by documenting and communicating needed actions to management e.g. irregularities, continuing needs, opportunities for improvement.
- Compile data for the various services provided to enable management to make informed decisions i.e. to enhance client experiences, streamline processes, increase cross-functional collaboration.
- Handle clerical duties that involve the ordering of office supplies and other inventories that are required.
- Ensure the outgoing and incoming mail is allocated to the right department within the organization.
- Act as an Environmental Control Coordinator, i.e. to maintain a good environmental cleaning programme and manage the vendor's cleaner.

Transport Administration

- Schedule the transportation needs for the clients and caregivers attending ABLE's programmes and services.
- Overseeing the maintenance and working status of ABLE vans.

- Supervising the daily activities of the drivers, including reviewing transport routes, problem solving on route or timing issues, and planning of allocation of drivers for weekend duties/leave coverage.
- Evaluate and make recommendations on transport processes and systems.
- Maintain transportation records for reporting, review of utilisation of vehicles including driver logs, number of transport trips, number of transport clients, overtime, and fuel consumption.
- Gather regular feedback from transport clients on services provided.
- Identify, establish, and maintain relationships and links with external agencies to generate clients for private hire where appropriate e.g. Nursing Homes, Hospitals, VWOs, Hotels.

Any other duties as assigned by the Finance & Admin Manager.

Requirements:

- Preferably a Diploma holder with a minimum of 2 years of experience.
- Proficiency in Microsoft Office. Familiarity with Microsoft Dynamics will be an advantage.
- Able to speak English and Mandarin (dialects is a plus).
- People-oriented and keen to work with people with physical disabilities and their family caregivers.
- Responsive, initiative, and good customer service.
- Integrity, self-discipline, and self-motivation.
- Good interpersonal and communication skills.
- Able to work independently and in a team.
- Experience in transport management / resource planning in the social service industry is an advantage.