



ADVERTISEMENT FOR THE POSITION OF A **RECEPTIONIST, CLERK AND CLERK/TRANSLATOR**

The Embassy of the Republic of Kenya in Bangkok, Thailand is looking for qualified and competent person to fill the positions of a **Receptionist, Clerk and Clerk/Translator**. The contract period for the two positions is **Three (3) Years** with a possibility of renewal for another three (3) years depending on performance.

The duties of a **Receptionist, Clerk and Clerk/Translator** have expanded in the past decade to include a number of other functions as the Mission consolidates work tasks and responsibilities to create more efficient and effective staffing practices.

These three (3) keys job functions require a range of skills to successfully perform all the activities associated with the positions. Appended here below is a list of both the tasks and skill requirements for the persons that the Kenya Embassy wishes to engage on a contract basis.

A. RECEPTIONIST

DUTIES & RESPONSIBILITIES

1. Receive Visitors

- i. Greet visitors appropriately
- ii. Determine visitor needs in a professional manner and direct to the right office(s) or advise them as appropriate.
- iii. Maintain visitor register
- iv. Offer refreshments to visitors where appropriate
- v. Maintain a register of important contacts/networks for the Ambassador and other Diplomats to use in performing their functions.

2. Answer Phone Calls

- i. Respond to and address incoming phone calls in a timely and polite manner
- ii. Clearly determine the purpose of the call
- iii. Deal with queries and provide correct information
- iv. Forward calls to appropriate person(s)
- v. take and deliver messages accurately, timely, and completely



3. Mail Management

- i. Sort and distribute incoming general mail
- ii. Prepare outgoing mail for pick-up or courier in liaison with the Clerk
- iii. Work with Clerk to organize courier deliveries

4. Monitor Security

- i. Monitor people entering and going through the reception doors
- ii. Issue visitor passes where required and necessary
- iii. Be aware of the surroundings and report suspicious activity immediately

5. Organize Meetings

- i. Book or arrange meeting rooms with necessary stationery and or equipment
- ii. Inform/remind participants of scheduled meetings
- iii. Organize catering/snacks for meetings
- iv. Participate in planning and execution of Embassy functions and events such as national day functions.

6. Secretarial Support

- i. Schedule and follow up on appointments for the Ambassador and other Senior Officials
- ii. prepare correspondence and documents
- iii. Update databases
- iv. Organize mailings
- v. Prepare and maintain spreadsheets, where necessary
- vi. Organize travel plans for the Ambassador and other Diplomats including booking flight and train tickets).

7. Maintenance of Reception Area

- i. Keep the reception area clean and neat
- ii. Maintain and organize reading material
- iii. Maintain and organize the television and screen the necessary programs/CDs in Kenya.

8. Any other duties that may be assigned by the Head of Mission or delegated Officer.



B. CLERK

The Office of the Clerk is important in enabling the Mission to achieve its objectives. The tasks and responsibilities are dynamic and multifaceted. A good Office Clerk must therefore be personable, helpful, and an effective communicator.

DUTIES AND RESPONSIBILITIES

1. Clerical work

- i. Perform clerical duties including typing and compilation and filing general documents/forms as appropriate.
- ii. Operates office machines including copiers, scanners, phone and voicemail systems, personal computers, and other standard office equipment.
- iii. In the absence of the receptionist, answer official phone calls and directs them to appropriate officers to provide responses to clients where necessary.
- iv. Prepares letters, memos, forms, and reports according to written or verbal instructions.
- v. Perform other related duties as assigned by the Head of Mission or Head of Chancery.
- vi. provide support services to the Embassy, including riding the Embassy Motor Cycle to authorized destinations
- vii. Liaison between the Embassy and local administration and government Departments.

2. Mail Management

- i. Sort and distribute incoming general mail
- ii. Prepare outgoing mail for pick-up or courier in liaison with the Clerk
- iii. Work with Clerk to organize courier deliveries
- iv. Supporting all Embassy Staff by providing administrative and clerical support as requested including preparing, copying collating, binding, filing, and distributing documents, mail and notifications as required.

3. Management of Work Station

- i. Set priorities, plan and organize tasks
- ii. Schedule activities accurately
- iii. Find and use resources effectively



- iv. Pay attention to detail
- v. Complete tasks on time

4. Consular services

- i. Facilitate consular visits to Kenyans held in prison or police custody in consultation with the Consular Officer.
- ii. Offer consular services to the Embassy staff.
- iii. Assist in drafting of consular facilitation letters and other related documents.

5. Trade and Investment related duties

- i. Conduct research on trade and investment activities including problems hindering greater trade and investment relations between Kenya and Thailand.
- ii. Organize commercial diplomacy promotional activities of the Embassy in liaison with the Trade Attaché
- iii. Attend exhibitions and manage Kenya Embassy stand during such exhibitions

6. Any other duties that may be assigned by the Head of Mission or delegated Officer.

C. CLERK/TRANSLATOR

The Office of the Clerk/Translator/Interpreter is very critical in enabling the Mission to achieve its objectives particularly in an environment where language barrier is a major challenge. The tasks and responsibilities are therefore very dynamic and multifaceted and require someone who is personable, helpful, an effective communicator, very keen listener and patient.

DUTIES & RESPONSIBILITIES

The main task of the Clerk/Translator/Interpreter will be to offer translation and interpretation services in the following areas among many others;

1. Translation of documents from Thai to the English language.

- i. Offering translation/interpretation of official documents including incoming mail



- ii. Translation services to all the Embassy Staff on a day-to-day basis.

2. Translation during meetings and events

- i. Offer translation services during official meetings/events in the office or accompanying Embassy staff to meetings and events that may require translation or interpretation.
- ii. Translate the visitor's needs in a professional manner and advise on the right office(s) to see or advise them as appropriate.

3. Receptionist Duties in the absence of the Receptionist.

- i. Perform the duties of the Receptionist or Clerk in their absence
- ii. Answer phone calls and translate messages as appropriate
- iii. Organize meetings, events, appointments, and activities
- iv. Manage the receptionist's office

4. Any other duties that may be assigned by the Head of Mission or delegated Officer.

REQUIRED SKILLS FOR THE THREE (3) POSITIONS

1. Personal Presentation

- i. A neat and well-groomed person
- ii. A well-maintained and attentive posture
- iii. Ability to respond professionally to colleagues and the Embassy's visitors and clients/callers
- iv. Mentally and emotionally stable with patience and understanding

2. Embassy Image Representation

- i. Able to maintain confidentiality and show discretion
- ii. Adherence to the Embassy's policies and procedures as well as guidelines and regulations
- iii. Ability to represent the Embassy in an ethical and professional manner
- iv. Have and maintain a complete knowledge of the organizational structure, personnel names, and titles of staff
- v. Ability to maintain, remain calm and work under pressure



- vi. Team player and ability to multitask

3. Communication skills

- i. Able to write well using correct grammar and spelling
- ii. Ability to communicate verbally with confidence and clarity in English and Thai languages.
- iii. Ability to ask effective and answer questions politely
- iv. Ability to listen actively and respond with empathy even if provoked
- v. Able to follow instructions properly
- vi. Ability to understand and respond to non-verbal signals

4. Customer Service Orientation

- i. Able to clarify customer needs clearly
- ii. Provide advice and appropriate responses and support to customers
- iii. Ability to deal effectively with difficult customers
- iv. Ability to effectively and efficiently deliver real-time services to all customers

5. Proficiency/Computer Skills

- i. MS Word
- ii. Outlook
- iii. Excel
- iv. Internet/Intranet
- v. Ability to type accurately and fast

6. Management of Work Station

- i. Ability to set priorities, plan and organize tasks
- ii. Find and use resources effectively
- iii. Pay attention to details
- iv. Complete tasks on time

7. Management of Information

- i. Maintain information confidentiality
- ii. Collect, collate and analyze information/data
- iii. Organize information



- iv. Distribute information efficiently as appropriate
- v. Provide information on travel requirements to Kenya

EDUCATIONAL QUALIFICATIONS AND EXPERIENCE

- i. Holder of a Bachelor's degree or Diploma and/or equivalent required and relevant training. Higher educational qualifications will be an added advantage.
- ii. Be a holder of the Test of English for International Communication (TOEIC) and/or International Test of English Proficiency (ITEP).
- iii. Working experience in a similar position for not less than two years, preferably in a Diplomatic Mission or Consulate will be an added advantage.
- iv. Good knowledge of a diplomatic environment and workings of government institutions
- v. Good knowledge of international trade and investment matters

Interested persons are invited to send their applications together with a detailed resume, expected salary and recent photograph to kenyaembassybangkok@yahoo.com on or before **19th September, 2025**.

Please note that, **ONLY** applicants who are selected and invited for interview will be contacted.