



The World Bank office in Bucharest is looking for a Short Time Temporary (STT) to work at the reception desk. Please find below the requirements of the vacancy.

## **Terms of Reference**

**Position Title: Receptionist**

**Location: Bucharest**

**Reports to: Operations Officer/ Country Manager**

### **1. Purpose of the Position**

The Receptionist serves as the first point of contact for visitors and callers, ensuring professional and efficient communication and administrative support to the office. The role includes managing front-desk responsibilities, handling office correspondence, and supporting various logistical and administrative functions.

### **2. Key Responsibilities**

#### **Front Desk Operations**

- Receive and direct incoming calls, ensuring accurate messages are taken and routed promptly to the appropriate personnel.
- Greet and assist visitors, including officials and VIPs, ensuring they are directed or accompanied to the correct meeting rooms or personnel.
- Provide general information about the organization's activities to external visitors when appropriate.

#### **Communication and Correspondence Management**

- Collect, sort, photocopy, distribute, and archive incoming mail and faxes. Notify staff of incoming mail deliveries.
- Scan, bind, and photocopy documents upon request.

#### **Meeting and Conference Room Coordination**

- Maintain and manage the scheduling of meetings and conference rooms.

- Support meeting logistics, including arranging flip charts, markers, copies, audio conference setups, etc.

#### **Mission Support and Visitor Assistance**

- Assist visiting missions with necessary access credentials (badges, access cards), phone setup, and logistical support (taxi arrangements, maps, etc.).

#### **Administrative and Logistical Support**

- Maintain and update staff leave/mission tracking tables.
- Support resource management tasks as assigned.
- Assist in the preparation and correlation of translation requests and invoices.

#### **Office Support**

- Provide backup support to teams as needed to ensure a smooth workflow.
- Maintain professional appearance and comply with the office dress code.

#### **Other Duties**

- Exercise discretion and good judgment when handling confidential or sensitive information.
- Perform additional tasks as required by the supervisor.

### **3. Competencies and Requirements**

Strong interpersonal and communication skills.

Excellent organizational skills with attention to detail.

Ability to handle multiple tasks and prioritize effectively.

Proficiency in using office equipment and standard software applications.

Ability to solve non-routine problems and demonstrate initiative.

A professional demeanor and commitment to a high standard of service.

#### **The preferred applicant should have the following qualifications/skills:**

- o High school diploma;
- o Fluency in both spoken and written Romanian and English;
- o Excellent Computer skills (MS Office);

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**Deadline** for submitting the **CV** and **letter of intent** is **April 25**.

The application should be submitted to [ocaraba@worldbank.org](mailto:ocaraba@worldbank.org) and [azambor@worldbank.org](mailto:azambor@worldbank.org).