

Administrative Associate II

Job Code: ADMN10011

Compensation Band: Band H

Location: Juba, South Sudan

Reports to: Finance and Admin Manager



About STRIDES:

The Strengthening Infectious Disease Detection Systems (STRIDES) activity is a critical addition to the United States Government's global health security response. The STRIDES multidisciplinary team of experts quickly mobilizes to help partner country governments halt outbreaks before they spread. STRIDES also strengthens disease surveillance, laboratory networks, and reporting systems so countries can effectively prevent, detect and respond to emerging infectious diseases with the potential for outbreak.

Job Summary:

Performs a variety of administrative and office support duties for the STRIDES South Sudan activity, a U.S. Department of State-funded global health security program based in Juba, South Sudan. Position requires knowledge of organizational and departmental policies and procedures in order to communicate information involving programs, functions, and services. Duties performed may include preparation of documents and reports, the use of office technology, compiling records, organizing and maintaining files, posting information, greeting/ referring/ assisting others, mail distribution, and photocopying. The range of duties includes, but is not limited to, collecting and verifying data, summarizing and reconciling information or financial data, records management, review and processing, research and inventory. Position may serve as the primary staff assistant to a department or manager.

Accountabilities:

- Performs intermediate level administrative and office support tasks for the STRIDES South Sudan activity.
- Serves as the primary point of contact for internal and external contacts, including FHI 360 staff, vendors, and local counterparts; fields routine and non-routine questions.
- Reviews data and information for completeness and accuracy using standard guidelines; performs tasks with attention to detail.
- Coordinates scheduling, organizing, and execution of meetings, events, conferences, and travel, including background materials, logistics, and detailed itineraries.
- Establishes and maintains files, records, databases, spreadsheets, and logs; performs data entry, proofreads, and compiles reports and presentations.
- Receives and distributes incoming and outgoing mail, including courier services and interoffice distribution.
- Assist in maintaining inventories, records, and receipts, including tracking of project assets in coordination with the Finance and Admin Manager.
- Supports procurement and logistics functions in coordination with the Finance and Admin Manager, ensuring proper documentation in compliance with FHI 360 and USG policies.
- Processes travel expense forms and prepares routine status reports and office-related metrics.

- Provides employees with office supplies and general administrative support as needed.
- Drafts written responses or replies by phone or e-mail for staff members, as requested, and responds to regularly occurring requests for information.
- Handles confidential and non-routine information and explains departmental policies when necessary.
- Works independently or as a member of a team on special and ongoing projects; may handle research and data analysis tasks.

Applied Knowledge & Skills:

- Ability to gather, recommend and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Attention to detail in composing, typing, and proofing materials, establishing priorities and meeting deadlines.
- Demonstrates understanding of program procedures, methods, and practices, including knowledge of program and staff responsibilities.
- Uses office software programs, information systems, and office equipment to access, input, and verify standard information.
- Communicates information clearly to staff, clients, and the public using prescribed or established guidelines.
- Records and documents information accurately.

Problem Solving & Impact:

- Recognizes, defines, and resolves non-standard problems using operating procedures, practices and established precedents.
- Resolves recurring issues and problems as well as some unique situations.
- Anticipates problems and develops recommendations for management resolution.
- Detects and corrects errors resulting in a reduction in lost time and customer/user dissatisfaction.

Supervision Given/Received:

- General supervision and instructions given for routine work and detailed instructions with periodic work review given for new activities or special assignments.
- Contacts are typically with individuals within own department and with contacts outside own organization.
- Contacts involve obtaining or providing information or data requiring some explanation or interpretation.
- This position reports to the Finance and Admin Manager.

Education: **

- Associates Degree or International Equivalent in Business Administration or Related Field.
- Bachelor's Degree preferred.

Experience: **



- Typically requires a minimum of 3+ years of relevant experience.
- Must be able to read, write and speak fluent English.
- Has sensitivity to cultural diversity and understanding of the political, contextual, and ethical issues in South Sudan.
- Prior experience in a non-governmental organization (NGO) preferred.

Typical Physical Demands:

- Typical office environment.
- Ability to sit and stand for extended periods of time.
- Ability to lift 5 - 25 lbs.

Technology to be Used:

- Personal Computer, Microsoft Office 365 (i.e. Word, Excel, PowerPoint, Skype/TEAMS, e-mail), office telephone, and printer/copier.

Travel Requirements:

- Less than 10%

How to Apply:

FHI 360 has a competitive compensation package. Interested candidates may apply by visiting www.fhi360.org/careers and uploading their Curriculum Vitae (CV)/Resume, Copies of Certificates and Names and Addresses of three (3) referees.

FHI 360 is an Equal Opportunity Employer. Closing Date: 15 September 2026. Only shortlisted candidates will be contacted.

