



Job Description: Receptionist / Office assistant

The organization

The Alliance Française d'Amsterdam (AFA) is the newly established Amsterdam branch of the global Alliance Française network. Founded in Paris in 1883, the global Alliance Française's purpose is to promote the French language and the French & francophone cultures. Since then, the Alliance Française has established itself as the preeminent and most successful organization in its field, with more than 800 centers across the globe.

The AFA is the most recent addition to this global network. It was established in September 2017 and is operating since January 2018. The AFA must be seen as a start-up in terms of its entrepreneurial spirit. At the same time, its ambitions are high as it intends to become the premier provider of French lessons in the Amsterdam region, on the basis of its superior quality of teaching and its use of state-of-the-art teaching technology.

The team

A proactive and friendly team of 4.5 full time staff in charge of course coordination, events, communication and administration plus ~15 casual teachers.

The job

In view of the planned expansion of the AFA, the need has reinforced for an entrepreneurial and highly service oriented Receptionist & Office Assistant to accompany the Alliance on its exciting journey.

The Receptionist & Office assistant will report to Ms Carine Bougnague, Managing Director of AFA.

Key Duties & Responsibilities of the Receptionist & Office Assistant:

- Responsible for client contact and correspondence
- Greet dignitaries and attend to their needs
- Take appropriate follow up action or re-direct inquiries
- Enroll students & keep enrolment data up to date and take appropriate follow-up action
- Enroll candidates for official certifications and take appropriate follow-up action
- Enroll members and event bookings
- Enter data and update the database
- Manage the stock level of education materials and office furniture
- Manage the daily receipts and cash box
- Basic bookkeeping
- Payroll
- Perform other general office duties as required
- Assist with cultural events

Profile:

The profile calls for a very service and problem-solving oriented person, female or male. The Receptionist & Office Assistant is proactive, gets involved, and has a naturally curious, positive outlook and a flexible, helpful and willing manner.

You are also an enthusiastic person, a quick-learner and you demonstrate strong soft skills.

At the same time, you are also a versatile, well organized and rigorous person.

You also have an easy contact with the public, you enjoy helping them and you feel comfortable being in the front-end in the dynamic international environment of the Alliance Française and OBA networks.

Experience Required:

	Must have	Nice to have
At least two years of office administration experience	✓	
Bilingual French - Dutch	✓	
Excellent command of English (spoken and written)	✓	
Broad knowledge of France and French culture		✓
Experience in cultural sector or language business		✓
Working for smaller organizations	✓	
IT literate and confident	✓	

Role Location:

The role will be based at the Openbare Bibliotheek Amsterdam (OBA) Oosterdok, Oosterdokskade 143, Amsterdam, where both the AFA's desk (3rd floor) and AFA's office (8th floor) are located.

The position is a full-time position (40h) from Monday to Friday with occasional work in the evening and on some Saturdays for open days, course start weeks and other one-off special events.

Commencement date & duration: immediate – 1-year contract as a start.

Contact: Please send application to Carine Bougnague, direction@afamsterdam.nl

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