

Innovative Human Rights NGO Seeks Office Manager in Kuala Lumpur

About Us

Asylum Access is a leading refugee human rights organization headquartered in Oakland, CA with substantial operations in three countries plus partnerships in additional countries across Africa, Asia, and Latin America. Asylum Access is the only global organization working to make human rights a reality for refugees in first countries of refuge. Asylum Access believes that by empowering refugees to assert their human rights, we can create effective, lasting solutions for refugees around the world. When refugees can rebuild their lives, communities thrive.

Founded in 2014, Asylum Access Malaysia (AAM) is a locally registered NGO and a part of the Asylum Access family of organizations. AAM provides individualized legal services and community legal empowerment programming to refugees in Kuala Lumpur, ensuring that they are able to access their rights and working to expand protections for all refugees. Through all their work, AAM engages in advocacy, promoting system change in the environment to ensure that all refugees in Malaysia are able to live safely, move freely, work fairly and rebuild their lives.

Position Description

The Office Manager is responsible for the day-to-day running of the AAM office, ensuring efficient and effective operations and coordinating all issues affecting daily operations. The Office Manager will work under the direction of AAM's Deputy Director to ensure that the needs of the office are met in a timely manner.

The position calls for a well-rounded individual with excellent time management skills, the ability to effectively communicate with a wide range of stakeholders, and someone who is well-organized. The successful candidate will take the lead in coordinating and managing the daily functioning of the AAM office.

Key Responsibilities:

Administration and Office Management:

- Provide administrative support for AAM's legal services, community legal empowerment, employment disputes programme and advocacy initiatives, including identifying walk-in clients' needs and referring to relevant staff/resources, assisting with case prioritisation, updating databases, and other support as necessary;

- Assist with administrative functions and support to AAM's accounting and finance staff;
- Track inventory and acting as the AAM Petty Cash guardian;
- Manage AAM's team calendar;
- Manage the repair and maintenance of computer and office equipment, and notifying the Executive Director of any problems and estimated timelines;
- Manage the repair and maintenance of office infrastructure (including doors, windows, air conditioning units, kitchen equipment);
- Conduct initial communication as necessary with walk-ins or over-the-phone clients who speak Malay;
- Conduct interim communication with other agencies regarding client needs;
- Communication with AAM Organizational Secretary and AAM Auditors;
- Manage the administrative functions of AAM, including but not limited to:
 - Ensuring timely payment of rent and that the terms of lease agreement are complied with;
 - Ensuring availability of internet connection, electricity, and necessary office supplies at all times;
 - Providing front desk services, including directing calls to relevant AAM staff.

Human Resources and Recruitment:

- Record and update personnel records (employment contracts and leave requests) and update internal database of new hire information;
- Record leave for staff members and report leave accruals quarterly to Asylum Access Headquarters;
- Schedule interviews for both unpaid and paid positions at AAM;
- Provide necessary support for new staff, i.e. carrying out induction and orientation on HR matters, and explaining related policies and procedures (Staff Handbook, Safeguarding Policy, Code of Conduct).
- Arrange and make all HR-related payments, including MTD, SOCSO, EPF, visas, insurance.

Required Qualifications

- A minimum of 3 years of previous professional experience in a similar role;
- Strong interpersonal and communication skills;
- Fluency in English and Malay;
- Intermediate working knowledge of Google Suite (Gmail, Calendar, Drive, Sheets, Docs, Meet) and MS Office;

- Must be able to work under stress of meeting deadlines, changing priorities, and in a multicultural environment;
- Ability to take initiative and provide constructive feedback;
- Strong analytical and problem-solving skills;
- Demonstrated understanding of refugee issues is a plus.

Hours and Location

This position is based in Kuala Lumpur, Malaysia, and requires 40 hours of work per week.

Application Instructions

Please send your resume and cover letter with the subject title **"AAM Office Manager"** to apply@asylumaccess.org. In your cover letter, please describe your reasons for applying, relevant qualifications, and how you learned about the position.

Asylum Access is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. For more information about our organization, visit www.asylumaccess.org