



## Executive / Sr. Executive – Front Office

### About Ummeed:

Ummeed is one of India's premier non-profit organizations providing family-centered care to children with developmental disabilities and their families. We believe that all children with developmental disabilities can be included in society and reach their maximum potential, if given the chance. As an organization with a workforce of over 90 committed professionals, Ummeed's transdisciplinary approach works towards:

- Supporting children in overcoming their disabilities through direct clinical services and helping families in their journey towards acceptance and empowerment
- Building a network of trained professionals and community workers who can prevent, diagnose, and manage developmental disabilities effectively

The team at Ummeed is a diverse group of highly passionate, motivated and talented individuals. Ummeed offers its team members opportunities to grow professionally and personally, inculcating and reflecting a strong culture of supervision and mentorship and the space for continued learning.

### About "the position" at Ummeed:

The Administration team at Ummeed is a critical enabler to Ummeed's vision to scale and increase its impact in the developmental disabilities space. This position will be responsible to ensure quality and effective services to all families that visit Ummeed or communicate via phone, email or any other medium.

### Primary Responsibilities:

- Handle telephone calls of families who have contacted Ummeed for initial and follow-up care
- Handle emails, website enquiries, or face-to-face requests for initial and follow-up care
- Receipting as per requirement
- Handle room scheduling
- Maintain stock register of consumables & stationery and ordering as per requirement
- Provide logistical support as and when required
- Maintenance of data as per required formats
- Manage incoming / outgoing courier
- Periodically update Extension list

**Minimum Qualifications:** Graduate in any discipline with minimum 0 to 2 years of experience in front desk administration

### Essentials Skills Required:

- Excellent spoken and written communication

- Excellent planning and organization
- Team work and collaborative
- Attention to Detail
- Proficiency in Computers - Word, Excel, Power-point, Email. (Hands on experience using Tally will be an added advantage)

**Reporting to:** Chief Administrative Officer

**Others:**

Ummeed would give preference to a candidate who is interested in putting in at least 40 hours per week. Salary will be commensurate with qualifications and experience.

*Candidates meeting the criteria may email their updated resumes to [careers@ummeed.org](mailto:careers@ummeed.org).*