

# Role Description

## Receptionist cum Admin Staff



### Overview:

DFDL is a leading international law firm specialized in emerging markets with regional legal, tax and investment expertise advisory developed throughout the South and Southeast Asia, and beyond.

With a team of over 150 local and foreign advisers in 9 countries (Cambodia, the Lao PDR, Myanmar, Thailand, Vietnam, Singapore, Bangladesh, Indonesia and the Philippines) including the collaborating firms, we provide unique value propositions and innovative solutions to our clients, with a particular focus on:

- Banking and Finance
- Corporate
- Mergers and Acquisitions
- Energy, Mining and Infrastructure
- Real Estate and Construction
- Taxation

### Position:

DFDL is looking for a Receptionist cum Admin Staff to join its team in Ho Chi Minh city, Vietnam.

<b>Reports to:</b>	Vietnam Office Manager
<b>Key external relationships:</b>	Ministries, educational institutes, trainers, consultants, etc.
<b>Key internal relationships:</b>	Country Managing Director, Head of Hanoi Office, Head of Ho Chi Minh Office, all Heads of Practice Group, all Employees, and Regional HR Team.
<b>Position type:</b>	Full Time - regular
<b>Location:</b>	Ho Chi Minh city, Vietnam Some short term travel to other locations may be required.

### Main Duties of the Role:

#### As Receptionist cum Admin Staff:

- Greet clients and handle client enquiries in person and by phone.
- Screen and direct calls.
- Take and relay messages in a timely manner.
- Monitor the location and movements of staff.
- Act as the central point of communications for the HCMC Office, distributing information by email and in person.
- Handle all incoming/outgoing mail and courier packages.
- Coordinate bookings for meetings and functions, including scheduling of venues and catering.
- Maintain calendar for meeting room bookings and car bookings.
- Keep the reception and meeting area clean and tidy at all times, ready to receive client.
- Ensure reception duties are done.
- Assist the Office Manager to organize employees' social activity (retreat; team building activities...);
- Ensure that the day to day functions in the office are conducted efficiently, in a cooperative working atmosphere and a professional manner;

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- Other tasks as requested by supervising staff, notably translation, assisting in accounting works, purchasing stationeries and equipment, hotel and airline bookings,...

### ***Skills, Knowledge & Experience Required: (“Selection Criteria”)***

#### **Essential skills & experience:**

- Knowledge of customer service principles and practices;
- Professional personal presentation;
- Excellent verbal and written communication skills in English and in Vietnamese;
- Outstanding telephone manner;
- At least one year’s experience in working as a receptionist (preferable in a Hotel) or in customer service;
- Able to handle a busy reception area;
- Able to multitask;
- Experience in working with people from varied cultural backgrounds;
- Knowledge of MS Outlook, MS Word and MS Excel at an intermediate level;
- Good keyboard skills;
- Well organized;
- Reliable and punctual; and
- Has initiative and able to make decisions independently.

#### **Desired skills & experience:**

- Friendly and approachable, with good people skills
- Knowledge of administrative and clerical procedures
- Languages other than English and Vietnamese would be an advantage

#### **Contact Details:**

Applications should be submitted by email or by hand to:

Ms. Trinh Minh Nguyet

Email: [MinhNguyet.Trinh@dfd.com](mailto:MinhNguyet.Trinh@dfd.com) & [Careers@dfd.com](mailto:Careers@dfd.com)

Address: DFDL Vietnam Law Company Limited – Hanoi Office  
9<sup>th</sup> Floor, BIDV Tower, 194 Tran Quang Khai Street, Hanoi, Vietnam.

Website: [www.dfd.com](http://www.dfd.com)

Telephone: +84 4 3936 6411

Link to our online job announcement: <https://dfd.workable.com/jobs/1078568>

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate’s interest in and suitability for the position.

Please note that this position is open until filled. Applications will be reviewed and processed on a rolling basis and only shortlisted candidates will be contacted.