

Costa Group Position Description

Position Title:	Admin Officer
Department:	Finance and Admin
Reporting To:	CFO – Laos
Location:	Vientiane Head Office, Vientiane Capital, Laos
Date:	15 August 2025

1. Primary Objective of Position:

The Admin Officer ensures smooth daily operations of the Vientiane Head Office through efficient administration, coordination with internal teams and external stakeholders, and upkeep of a professional work environment. Key duties include managing petty cash, coordinating secure and timely document delivery to banks, ministries, and partners, overseeing office supplies, and supporting meetings, events, and other administrative needs.

2. Key Accountabilities and Responsibilities:

Accountability and Responsibilities:
<p>Role Duties</p> <p>Administrative Support:</p> <ul style="list-style-type: none"> • Provide general administrative and secretarial support to the Head Office team. • Greet guests and direct them to the appropriate personnel or meeting rooms. • Prepare meeting rooms with necessary materials and refreshments. • Handle incoming and outgoing correspondence and documents. • Coordinate secure, timely delivery and collection of documents with banks, ministries, and other stakeholders. • Facilitate communication between departments and external service providers. • Maintain and reconcile petty cash, ensuring accurate records and compliance with company policy. • Process reimbursements and submit expense reports to Finance. <p>Office Management:</p> <ul style="list-style-type: none"> • Monitor and maintain adequate stock of office supplies and stationery. • Keep common areas clean and organized. • Arrange for regular supply of clean drinking water and maintain kitchen/pantry needs. • Liaise with cleaners and maintenance providers. <p>General Duties:</p> <ul style="list-style-type: none"> • Provide support with printing, scanning, and filing documents • Assist in organizing company events, meetings, and staff activities. • Perform any other administrative tasks as assigned by the line manager.
<p>Workplace Health and Safety</p> <ul style="list-style-type: none"> • Responsibility for supporting and complying with the Costa Group Work Health and Safety Policy, including the maintenance of a safe and healthy workplace for the protection of all employees

- Report immediately any incidents, injuries and hazards and participate in hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes
- Take reasonable care of his/her own health and safety and for the safety of others who may be affected by his/her acts or omissions at work.
- Work in accordance with the policies and procedures of Costa Group, as amended from time to time
- Obey all reasonable instructions to protect his/her own health and safety, and the health and safety of others
- Be unaffected by alcohol or drugs
- Perform only those procedures or tasks for which he/she has received appropriate training and instructions.
- Demonstrate leadership and commitment, while being accountable for workplace health and safety performance
- Ensure all practicable steps are taken to eliminate or control hazards within the workplace through the process of hazard identification, risk assessment, implementation of controls and monitoring and evaluation of processes.
- Support solutions and process modifications that eliminate or minimise the risk of injury to employees, damage to property and other assets.

Food Safety and Quality

- Supporting and complying with all of Costa's food safety and quality related policies and procedures, as amended from time to time
- Demonstrating good personal hygiene practices and use of personal protective equipment
- Handling all produce, using and maintaining all equipment, in a manner that does not compromise food safety & quality
- Immediately reporting, in line with your area of responsibility, any food safety and quality hazards, incidents or near misses to your supervisor or manager
- Leading by example, your behaviour and decisions make the difference, ask for clarification if you are not sure

Company Values

- Demonstrate Determination, Passion, Accountability, Sincerity, and Respect in all work practices. Ensure that behaviours outlined in Costa Group vision and values are fostered and practiced

3. Key Challenges:

- Balancing multiple administrative tasks efficiently.
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- Managing time-sensitive document delivery and coordination.
- Providing prompt support to different teams within the office.

4. Candidate Requirements:

(a) Core Values:

- Determination – acting decisively and with a sense of urgency
- Passion – challenging the status quo and acting with energy and enthusiasm
- Accountability – focusing on outcomes and delivering on commitments
- Sincerity – acting boldly in an open, honest, and responsible manner

- Respect – treating others as we expect to be treated in attitude, communication, and personal safety

(b) Education, Qualifications, Training:

- Diploma or bachelor's degree in business administration, office management, or a related field.

(c) Experience, Skills and Knowledge:

- Minimum 2 years of experience in administrative or office support roles.
- Good organizational and time management skills.
- Basic computer skills (Microsoft Word, Excel, Outlook).
- Strong interpersonal and communication skills.
- Professional appearance and customer-service mindset.
- Ability to work independently and handle routine tasks reliably.

5. Other Relevant Information:

- This is a full-time position based in Vientiane Head Office.
- Standard office hours apply, with occasional flexibility during meetings or events.