

Job Description – Front Office Executive

Organization	Coalition for Disaster Resilient Infrastructure (CDRI)
Job posting date	23 October 2025
Location	New Delhi, India
Grade and No. of position	Associate(1)
Salary	Competitive
Contract	Fixed Term Contract (3 years), extendable for up to another 3 years, Full-Time, National Hire
Applications Closing date	12 November 2025

About CDRI

The Coalition for Disaster Resilient Infrastructure (CDRI) is a partnership of national governments, UN agencies and programs, multilateral development banks and financing mechanisms, the private sector, and knowledge institutions that aims to promote the resilience of new and existing infrastructure systems to climate and disaster risks in support of sustainable development.

Vision

"CDRI seeks to rapidly expand the development and retrofit of resilient infrastructure to respond to the SDG of expanding universal access to basic services, enabling prosperity and decent work."

Mission

"To support countries to upgrade their systems to ensure disaster and climate resilience of existing and future infrastructure."

Impact (that CDRI aims to achieve)

By 2050, over US\$10 trillion of new and existing infrastructure investments and services are resilient to natural hazards and climate change through enhanced capacity, informed policy, planning, and management, leading to improved quality of environment, livelihood, and life of over 3 billion people.

CDRI Mandate & Value Proposition

CDRI has been envisioned and established as a global network to advance the agenda, support coordinated action among stakeholders, and focus on bringing voices from vulnerable geographies and populations to international policy forums. Internationally agreed-upon goals in the SDFRR, the SDGs, and the Paris Climate Agreement provide the foundational framework that guides the Coalition's vision and mission.

As a global partnership, the Coalition aims to ensure that the investments of its members and partners are aligned and well-coordinated in support of the shared ambition of disaster and climate resilience of new and existing infrastructure. The two unique yet interconnected roles that CDRI shoulders in this direction are:

- A Strong Coalition Driving Collaborative DRI Action: In 2025, CDRI stands as a partnership of 51 national governments and ten international organizations. The Coalition enjoys robust political support, which propels its efforts to advance the interests of its members and partners.
- A Solution-Focused Centre of Excellence for DRI: As a Centre of Excellence for DRI, the Coalition strengthens the individual and collective capacities of its members and partners by aggregating and sharing knowledge, brokering need- based partnerships, and strengthening capacities through collaborative learning and action.

Strategic Work Plan 2023-2026

CDRI's Strategic Work Plan 2023-26 describes the broad contours of its priority actions and planned initiatives in the next four years. The Strategic Work Plan sets out a clear direction for the Coalition to pursue a transformational agenda for DRI in response to a changing risk landscape and evolving on-ground realities of its members. In the next four years, the Coalition will continue to leverage the expertise of its Member Countries and partners to develop context-specific, innovative solutions for resilient infrastructure towards the achievement of national priorities and global commitments of its members.

With the strategic work plan for 2023 – 2026, CDRI has set out the following strategic outcomes.

Strategic Outcome 1: A strong Coalition that has the membership, resources, and global leadership to drive global, national, regional, and local DRI action.

Strategic Outcome 2: Global DRI research, Coalition-led peer engagement, and CDRI- curated and generated knowledge promote risk-informed policy and practice.

Strategic Outcome 3: Enhanced capacities of government, private enterprises, and communities to implement post-disaster recovery and DRI action at scale.

CDRI Head Quarter (Secretariat)

The CDRI headquarter is established in New Delhi, India, to act as the Secretariat of the Coalition. The Secretariat functions under the direction of the Governing Council and Executive Committee to implement the programmes of CDRI.

Objective of the position:

The Front Office Executive will serve as the first point of contact for all visitors, callers, and guests to the organization. In this capacity, the role is pivotal in creating a warm, welcoming, and professional first impression that reflects the company's values and brand. Beyond greeting and directing visitors, the Front Office Executive will support the smooth functioning of front-office and administrative operations. The individual in this role will manage the front desk environment, uphold the appearance and readiness of the reception and waiting areas, and also perform a range of administrative duties.

In short, the objective of this position is to act as the gateway – delivering service excellence, operational efficiency, and a positive brand experience at the front line.

Key Roles and Responsibilities:

Visitor & Guest Relations

- Greet & welcome all visitors in a courteous, professional, and culturally sensitive manner.
- Ensure visitors' needs are addressed (e.g., directing them to the correct person/department, offering a place, informing hosts of their arrival).
- Manage the waiting area: ensure it is tidy, comfortable, well-equipped (magazines, water, refreshments where applicable), and up to organisation standards.
- Maintain a visitor record: register all visitors, issue visitor badges/passes (as applicable), and maintain accurate records of arrival/departure times. Coordinate with security staff for entry permissions and access control.

Reception & Telephone Handling

- Operate the reception desk and front-office telephone system (including multi-line phones, transfers, voicemail, and call taking).
- Answer incoming calls promptly, screen and direct them to the appropriate individuals or departments, take messages accurately, and follow up when required.
- Handle incoming queries (in person, telephone, email) and or escalate appropriately. Ensure prompt dissemination of messages and maintain confidentiality where required.
- Switching the telephone calls to auto response in the evening. (auto response about business hours of CDRI)

Administrative Support

- Maintain the reception area – ensuring supplies (forms, stationery, brochures) are stocked and arranged, equipment is functional (telephones, printers, copiers), and the area is clean and presentable.
- Sort, open, log, distribute, and dispatch mail, packages, and couriers.
- Assist with basic filing, data entry, maintaining/updating records and logs (e.g., visitor logs, courier/postal logs).
- Support internal meetings/events: book meeting rooms, set up meeting spaces (arranging seating, refreshments, equipment), send meeting invitations, and support travel or accommodation logistics for guests (if required).
- Act as liaison between various functions (facilities, IT, housekeeping, security) to ensure front-office operations run smoothly.

Security / Access Control Management

- Enforce front-desk access control procedures (as applicable). This may include verifying visitor identity, issuing access badges/passes, escorting visitors when required, maintaining access logs, and ensuring compliance with security protocols.
- Monitor and report any security or safety concerns (e.g., unattended bags, unauthorised entries, incidents in the reception area) to the appropriate authorities/officials.

Professionalism & Brand Representation

- maintain a professional appearance, polite and courteous manner at all times, and uphold the organisation's values in every interaction.
- Handle sensitive or confidential information with discretion, integrity, and confidentiality.
- Represent the organisation well in front of external parties – clients, vendors, visitors – and

internal stakeholders.

Skills

- Excellent verbal and written communication skills: able to engage visitors and callers clearly, courteously, and professionally.
- Strong interpersonal skills: confident, friendly, professional demeanor; able to interact with a wide variety of people (visitors, senior management, staff).
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and comfortable working with email, calendar/scheduling tools, and general office software.
- High level of integrity, discretion, and ability to handle confidential information with care.
- Strong organisational skills and effective time management: able to prioritise tasks, manage multiple demands, and change priorities.
- Customer-focused attitude: anticipates guest/visitor needs, responds promptly, and represents the company's service culture.
- Multitasking capability: able to juggle reception duties, administrative work, and guest logistics support without compromising professionalism or accuracy.
- Pleasant personality with a welcoming presence, polished appearance, strong phone etiquette, and good listening skills.
- Proactive and resourceful: able to identify issues, escalate appropriately, or resolve where possible; shows initiative.
- Familiarity with basic office equipment (multi-line phone systems, printers/copiers/scanners, visitor management systems) and ability to learn new systems quickly.

Qualifications:

- A master's degree in administration, or a related field, with 2–5 years of experience in a similar role (reception/front-office/guest relations) in a corporate or professional environment.
- A combination of a bachelor's degree with an additional 2 years of relevant work experience may be accepted in lieu of the education requirements outlined above.
- Proven track record of managing front-desk operations, reception/visitor management, administrative support, and telephone systems.
- Professional certification/training in office administration, guest services, or secretarial practice.

Reporting Line:

- The Incumbent will report to the Manager – Administration Services.

Language Requirements:

- Fluency in English, both oral and written.
- Knowledge of any of the UN's official languages will be an asset

How to Apply:

If you have experience working in a similar capacity and want to make an active and lasting contribution to a global initiative spearheaded by India, please apply through the online application form only on or before the last date: <https://app.cdri.world/career/public/>.

CDRI is committed to achieving workforce diversity in terms of gender, nationality, and culture. Individuals with disabilities are equally encouraged to apply. All applications will be treated with strict confidence.

CDRI has ZERO Tolerance for sexual exploitation and abuse, any kind of harassment, including sexual harassment and gender / racial discrimination. Any selection, therefore, will be subject to satisfactory reference and background checks.
