



**CORAL
TRIANGLE
CENTER**

Inspiring People Saving Oceans

Terms of Reference (ToR)

Receptionist and Logistics Officer

(Contract for Services – Maternity Leave Replacement, 5-Month Duration)

About Coral Triangle Center

Coral Triangle Center (“CTC”) is a foundation based in Indonesia with a regional scope and global impact. Established in 2010, CTC works closely with local communities, the private sector, governments, and partners to strengthen marine resource management in the Coral Triangle to protect coral reef ecosystems, ensure sustainable livelihoods, and enhance food security.

We support on-the-ground conservation in Bali, Maluku, as well as in Timor-Leste. We lead learning networks of women leaders and marine protected area practitioners in Indonesia, Malaysia, Philippines, Papua New Guinea, Solomon Islands, and Timor-Leste. We facilitate regional learning exchanges and capacity building across the Coral Triangle region using a gender equality and social inclusion approach.

We are developing our Center for Marine Conservation in Bali as an integrated learning space for training programs, outreach activities, interactive exhibits, and artistic and cultural performances to influence millions of people to care for our oceans and those who depend on them.

We at CTC continue to work towards our aim to inspire people to care for the oceans. Since our establishment in 2010 until 2025, we have protected more than 450,000 hectares of critical marine habitat. We have trained more than 8,600 people to support Marine Protected Areas (MPA) and sustainable fisheries management throughout the Coral Triangle region. More than 32,000 people have visited our Center for Marine Conservation, many of whom have been inspired to take direct action to protect our oceans. In the last three years, we reach an average of 200,000 people annually to care for our seas via our social media channels. We started our monthly children’s education program and engaged more than 2,000 school children in Indonesia to become future stewards of our planet. To date we have restored 720 sqm of coral reef areas using 1,200 reef star structures in Nusa Penida MPA and support other sites and partners with the restoration of coral reefs in marine protected and conserved areas through training and technical assistance for coral reef restoration and MPA management in Bunaken National Park (NP), Wakatobi NP, Bali Barat NP, Gili Trawangan MPA, Kapoposang MPA, Takabonerate MPA, Banda Sea MPA, North Bali MPA, Sombori Island MPA, and Komodo NP.

CTC is an official partner of the Coral Triangle Initiative on Coral Reef, Fisheries and Food Security (CTI-CFF) to catalyse collective action at the regional level by facilitating the CTI-CFF Capacity Building Roadmap and the Women Leaders Forum (WLF). This partnership aims to enhance effective Marine Protected Area (MPA) management and implement a seascape approach through innovative capacity-building initiatives, community empowerment, and regional knowledge exchanges. The scope of partnership includes plans to improve training for marine resource managers, expand the effectiveness of MPAs, and bolster collaborative efforts to sustain biodiversity and livelihoods.

Essential Functions

The Receptionist and Logistics Officer serves as the first point of contact for CTC, delivering a professional and welcoming front-desk experience to staff, visitors, and partners. The successful candidate will be responsible for undertaking the full scope of the Receptionist and Logistics Officer role during this period, ensuring continuity of front-desk, administrative, travel arrangement and logistical operations at CTC, including but not limited to:

- managing incoming calls and inquiries,
- coordinating travel and logistics arrangements for staff and partners,
- supporting purchasing processes,
- providing administrative and clerical support across the organization;
- supporting the planning and execution of internal and external events or meetings, and

- maintaining an organized, efficient, and welcoming office environment.

Employment Type

This is a Contract for Services position to provide maternity leave cover for a duration of 5 (five) months with an expected start date of 15 September 2026.

Reporting Line & Coordination

The Receptionist and Logistics Officer reports directly to the Executive Secretary and Office Coordinator. This position coordinates closely and regularly with Finance, Human Resources & Operations, other teams and departments across the organization to support cross-functional administrative, travel, logistical, and event-related needs.

Communication & Interpersonal Skill

The Receptionist and Logistics Officer serves as the first point of contact for staff, visitors and other external stakeholders. The position is responsible for welcoming visitors, responding to telephone, email, and in-person inquiries, providing general information about CTC, coordinating travel and logistics arrangements for CTC staff and partners, and supporting the organization of meetings and events.

The incumbent is expected to demonstrate clear, courteous, and professional communication skills, maintain a friendly and service-oriented attitude, and interact respectfully with staff, visitors, partners, and other stakeholders at all times. While there is no prescribed dress code, the incumbent is expected to maintain a neat, professional, and appropriate appearance consistent with a professional office environment and CTC's values.

Tasks and Duties:

- Greeting staff and guests with a positive, helpful attitude;
- Answering phones in a professional manner, politely, and routing calls as necessary;
- Taking and ensuring messages are passed to the appropriate staff member on time;
- Managing meeting room availability;
- Coordinate travel arrangements, including flight bookings, hotel reservations, airport transfers, local transportation, visa applications, travel insurance, and other travel-related requirements, in accordance with CTC policies;
- Supporting internal and external events;
- Scheduling appointments;
- Provide occasional tours of the office;
- Perform administrative and clerical support tasks;
- Prepare purchase requisitions (PRs), coordinate with the Procurement/Purchasing team and vendors, and monitor the delivery of ordered goods and services;
- Perform basic filing, record-keeping and office stationeries;
- Manage incoming and outgoing letters, including preparing invitation or response letters and documents required by external partners or government;
- Maintaining a contact database;
- Overseeing front desk services and ensuring cleanliness and tidiness of the reception area.

Key Competencies

- Excellent verbal and written communication skills;
- Professional personal presentation;
- Excellent customer service orientation;
- Adept in information management;
- Highly organized and has high attention to detail;
- Takes initiative and is reliable;
- Able to manage stress and meet tight deadlines.

Complexity & Problem Solving

- Ability to work in a fast-paced environment;

- Ability to interpret guidelines and analyze factual information;
- Resolves routine problems independently; consults with supervisor to develop solutions for unusual or complex problems.

Knowledge & Skills

- Knowledge of travel arrangement (ticketing, lodging and transportation arrangement), administrative and clerical procedures;
- Proficiency in Google Workspace, Microsoft Office applications, online collaboration platforms, and data management systems (MS Word, Excel, PowerPoint, Zoom, Microsoft Teams);
- Knowledge of customer service principles and practices;
- Fluent in Bahasa Indonesia and good level of English.
- Excellent analytical, problem-solving, and critical thinking abilities;
- Ability to work independently and collaboratively with minimal supervision;
- Strong organizational and time management skills;
- Experience working in multicultural and interdisciplinary environments.

Working Conditions/Physical Effort

- The position is based in Bali, Indonesia;
- The position may require flexible working hours to accommodate coordination, meetings across multiple countries and time zones;
- The Receptionist and Logistics Officer is expected to work in a dynamic, multicultural, and collaborative environment.

Application Process

This position will remain open until filled. However, applications will be reviewed on a rolling basis and the selection process may proceed as applications are received. Therefore, interested candidates are encouraged to submit their applications at the earliest opportunity. Applications must be submitted no later than **20 August 2026**.

- Interested candidates shall submit their application to: hrecruitment@coraltrianglecenter.org with subject Receptionist and Logistics Officer – [your name].
- The application should be in doc / docx / pdf, with file name:
- [your name] – Cover Letter – Receptionist and Logistics Officer
- [your name] – CV
- Please do not attach unsolicited documents due to our mailbox space limitations.
- Amendments to the position's scope of work may be made during the period of the engagement as required.
- Only short-listed candidates will be notified for interviews.

Coral Triangle Center is an Equal Opportunity Employer