



Job Title: Human Resource Administrator

Background

The Universal Access Fund (UAF) was established out of the ICT policy of 2019- 2024 by the Government of Liberia to address the lack of services in areas that the market has proven to be deficient in meeting the communication needs of the people either due to lack of incentives or due to the lack of ability for end users to pay. Its provision is therefore need-based rather than being demand driven.

The Universal Access Fund is seeking qualified Liberians to apply for the position of **Human Resource Administrator** to be assigned to its Universal Access Fund. This document outlines the terms of reference for the HR Administrator assigned to the Universal Access Fund. The HR Administrator will be responsible for providing administrative support to the Human Resource Department. This includes performing a variety of tasks such as maintaining employee records, responding to inquiries related to HR policies and procedures, providing assistance with HR projects and handling all administrative matters relating to the project.

OBJECTIVES

The primary objectives of human resource management are to:

- ensure a seamless experience for the staff and other people associated with management and accomplish organizational goals
- ensuring the availability of resources easy access to data, on – time payroll, ensuring compliance.
- Training and Development
- Employee Motivation
- Achieve organizational goals
- Work culture
- Workforce Empowerment

SCOPE OF WORK

The HR Administrator will act as the first point of contact for HR-related queries from employees and external partners. The HR Administrator's main administrative duties include maintaining personnel records, managing HR documents (e.g., employment records and onboarding guides), workforce management, learning management and updating internal databases.

Summary of duties:

The HR Administrator will provide support in the various functions including but not limited to recruitment, staffing, training and development, performance management and employee relations.

Description of duties:

- Receives Overtime request forms, compute hours and forward to HR Officer for verification.
- Liaise with medical insurance company on reimbursement claims for employees.
- Ensure regular accurate updates of medical database.
- File all documents for personnel files. (Performance evaluations, training documents, personnel actions, etc.)
- Aid with all recruitment activities, including but not limited to opening applications, contacting candidates, facilitating testing, etc.
- Ensure that accurate job descriptions are in place for each employee and aid, when needed, in drafting job descriptions.
- Explain UAF's personnel policies, benefits, and procedures to employees.
- Prepare monthly and quarterly HR-related reports including but not limited to total overtime hours, attendance, etc.)
- Assist in training and onboarding activities for new employees. Support all personnel as needed.
- Perform a wide variety of clerical, administrative and office support duties in support of the HR section.
- Perform a variety of general office support duties. Perform other related tasks as may be necessary.

Qualification:

- Bachelor's degree in management, Business Administration, Public Administration or any closely related field is required.
- Certificate or Diploma in Human Resources management is an added advantage.
- Minimum of 5 years' hands on working experience in Human Resources is required.
- Previous administrative experience is an added advantage.
- Must have good working skills in Microsoft Office (Word, Excel, and Power Point) and other relevant software.
- Must have strong customer service, interpersonal and communication skills.
- Must always maintain confidentiality.

Reporting and Deliverables:

The HR Administrator shall be based at the PIU and shall on day – to – day base work with the PIU and report to the Commissioner. The HR Administrator is expected to among others, make the following deliverables:

Manage and optimize the HR budget, track HR metrics to analyze the performance of HR initiatives, ensure HR processes comply with employment laws and regulations and work with senior management to align HR strategies with the Universal Access Fund overall strategy.

Key Competencies:

- Communication and active listening
- Critical thinking
- Time management
- Negotiation
- Talent acquisition
- Cognitive flexibility
- Leadership and people management
- Attention to detail

Professional Experience

- **Work Experience:** o At least 3-5 years of experience in Human Resource Administrator, preferably within the telecommunications sector, public sector, or private sector.
- **Technical Skills:** Strong understanding of financial and operational auditing principles and practices.
- **Ethics and Integrity:** High ethical standards and integrity in handling sensitive and confidential information.
- **Problem-Solving:** Ability to identify problems and implement effective solutions.
- **Critical Thinking:** Strong critical thinking skills to assess risk and control environments.

Knowledge and Abilities:

- **Regulatory Knowledge:** Understanding of telecommunications regulations and Universal Access Fund mandates.
- **Risk Management:** Expertise in compliance, training, effective hiring, performance management, employee relations, data security, succession planning, and continuous risk monitoring.
 - **Compliance:** Knowledge of compliance requirements and ability to ensure adherence to legal and regulatory standards.
- **Internal Controls:** Ability to design and evaluate internal control systems.

Personal Attributes:

- **Independence:** Ability to work independently with minimal supervision.
- **Professional Judgment:** Sound judgment in making HR-related decisions.
- **Adaptability:** Flexibility to adapt to changing priorities and work environments.
- **Time Management:** Strong organizational skills and ability to manage time effectively to meet deadlines.

HOW TO APPLY:

Interested applicants are invited to send their applications and updated resumes to the following email addresses:

- gondaa577@gmail.com
- jl.monbo@universalaccessfund.com

The Subject of the email: **Human Resource Administrator**

Deadline: February 21, 2026

