

WE<sup>are...</sup> ONS<sup>is...</sup>



## GRAIN SA GROUP OF ENTITIES

The Grain SA Group of Entities' mission is to ensure and grow a credible and sustainable voluntary and inclusive grain producers' organisation that drives the mandated strategic actions.

By striving to build trust and relationships through respectful interaction, we create an enabling and caring environment for passionate, dedicated and knowledgeable individuals to grow and enjoy serving the organisation and influence the broader food chain.

The following position is available for a dynamic, versatile, and analytical professional to strengthen our team:

### FRONT OFFICE & RESEARCH ADMINISTRATION ASSISTANT (Pretoria)

The incumbent will provide professional front desk services while delivering efficient administrative support to the Research Coordination department. The role requires excellent communication, organizational, and multitasking skills to ensure smooth front office operations and effective research administration.

The incumbent will be responsible for the following key performance areas.

#### **Front Desk:**

##### **Visitors Protocol**

- Maintain a clean, professional, and welcoming reception area at all times.
- Receive, greet, and assist all visitors in a courteous and professional manner.
- Implement access control procedures and direct visitors to the appropriate departments.

##### **Enquiries and Communication Management**

- Maintain a sound understanding of organizational structure and departmental responsibilities.
- Manage incoming calls, emails, and general enquiries by responding directly or routing to the relevant personnel.
- Ensure timely follow-up on all enquiries.
- Keep internal contact lists updated and accurate.
- Manage the info@grainsa email inbox and distribute enquiries appropriately.

##### **Equipment Administration**

- Log, monitor, and follow up on photocopier service requests across all offices, ensuring timely resolution.
- Submit monthly photocopier meter readings to the service provider.
- Maintain accurate service records and escalate delays where necessary.
- Order photocopier toner.
- Operate the switchboard and report faults timeously to the service provider.

##### **Administrative and Operational Support**

- Provide administrative and operational support across departments.
- Report maintenance requests to L&L and follow-up on finalisation thereof.
- Maintain the L&L maintenance register and submit updates monthly for invoicing purposes.
- Responsible for ordering office groceries and flowers

##### **Couriers**

- Coordinate the sending, receiving, and distribution of courier parcels efficiently and accurately.

#### **Magazine Database Administration**

- Maintain and update the Infoworks magazine subscription database, including new subscriptions and cancellations

#### **Research Administration**

##### **Research Project Administration**

- Provide administrative support to the Research Coordination team across all research projects.
- Maintain accurate and up-to-date project documentation, including contracts, proposals, reports, and correspondence.
- Assist in the preparation, formatting, and submission of research proposals and reports.
- Support the onboarding and administrative setup of new research projects.

##### **Consortium and Stakeholder Coordination**

- Provide administrative support for research consortia, including scheduling meetings, preparing agendas, and minute taking.
- Maintain stakeholder contact databases and ensure information is current and accurate.
- Facilitate communication between internal teams and external partners.
- Assist in coordinating workshops, meetings, and events related to research projects.

##### **Data and Information Management**

- Maintain and update research databases, records, and filing systems.
- Ensure proper version control and secure storage of research documentation.
- Assist with data capturing and reporting where required.

##### **Reporting and Compliance Support**

- Assist in compiling periodic research reports (internal and external).
- Support audit preparation processes by ensuring documentation is readily available and complete.
- Track submission deadlines for funders and regulatory bodies.

**Ad Hoc:** Ad hoc functions as needed from time to time

**JOB GRADE:** Peromnes 13

#### **MINIMUM REQUIREMENTS FOR THE POST:**

- Grade 12 (Matric) with a minimum of 3 years' relevant experience.
- An administrative diploma or related qualification will be advantageous.
- Proficiency in Microsoft Office on intermediate level.
- Fluency in English and Afrikaans (written and spoken) language.
- Excellent verbal and written communication skills.
- Strong interpersonal and customer service orientation.
- High level of professionalism and attention to detail.
- Ability to multitask and work under pressure.
- Strong organizational and coordination skills.

**Remuneration:** The organization will offer a competitive salary which includes a pension fund and a medical aid, in exchange for the services of the successful candidate. All remuneration packages are calculated according to the "cost to company" method.

Candidates for this position will be recruited according to the Employment Equity policy for Grain SA.

**Closing date:** Please send a detailed CV indicating qualifications, experience and two written references as well as certified copies of ID and qualifications not later than **8 June 2026** for attention: Coretha Usher, Head: HR & Corporate Services: coretha@grainsa.co.za. Kindly clearly indicate in your subject heading which position you are applying for. Applications without the supporting documents will not be considered.

**All applications will be treated as confidential. If you have not been contacted within 30 days of the closing date of application, please consider your application as unsuccessful.**