



KAGEDEV Cameroun - Hilfe für Kamerun
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KAGEDEV is a non-governmental development organization working in the fields of education, training, health and culture. In addition to its own initiatives, KAGEDEV supports local actors in Cameroon in the design, development and implementation of education projects. The aim is to empower people (communities, parents, teachers, etc.) in Cameroon to become sustainable actors in their own lives and responsible citizens.

From **September 15, 2025**, KAGEDEV Cameroun will be offering the following positions in the city of Douala

Pre-employment internship - Administrative Assistant (M/W)

Offer number: AA - 0109-2025

Job description

Reporting directly to management, you will be responsible for informing, guiding and assisting users in their dealings with the organization's services. In this respect, you are the first point of contact between the user and the organization's services and embody the organization's image.

Reception and information:

- Answering calls and managing call flows
- Greet customers, make sure they understand their request or direct them to the right contact, department or meeting place.
- Provide a 1st or 2nd level response using internal databases
- Indicate the status of the file following the user's request
- Pass on messages to professionals
- Ensure that users comply with on-site rules and regulations

Administrative tasks:

- Manage paper forms: printing, reproduction, transmission
- Participate in drawing up team schedules
- Participate in meetings and share information with other reception team colleagues
- Contribute to the formalization and updating of procedures
- Contribute to the continuous improvement of user reception.

Your skills

- You are fluently **bilingual** (French and English).
- Proficiency in office automation tools and ability to use business software
- Apply and respect procedures
- Analyze a request
- Adapt your vocabulary to your interlocutor
- Manage stress and remain calm when dealing with customers
- Listening skills and oral fluency
- Interpersonal skills

- Team spirit
- Reactivity
- Adaptability
- Thoroughness

Profile required

You have a bachelor's degree and at least 2 years' training in management assistance (or at least 3 years' experience in a similar position).

Skills and qualities required

- Responsive
- Adaptability and versatility
- Highly developed interpersonal skills
- Willing and dynamic

How to apply?

1. You can apply directly online via our website: www.jobs.kagedev.org
2. You can also send us your application **electronically**.

Please send us the following documents:

- Curriculum vitae
- Proof of qualification(s)
- Copy of ID card (front/back)
- Current appraisal or employer reference if available
- Cover letter

Application deadline: **20.08.2025**

Starting date: **15.09.2025**

Please send your electronic application (1 file, 10 MB maximum) before **20.08.2025** exclusively by e-mail to: jobs@kagedev.org indicating the following job offer number **AA - 0109-2025** in the subject line of your e-mail.

NB: Incomplete applications will be automatically rejected without notification!

Find all our current job offers on our website: www.jobs.kagedev.org

Join our social platforms: Facebook / Twitter / Instagram: **KAGEDEV 237**



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