INDUCTION PROGRAMME FOR HQ ADMIN



AGENDA

1. Introduction
2. Training Objective
3. Procedures
4. Job Description
5. Conclusion



INTRODUCTION

- This induction program is designed to support new HQ administrative staff in transitioning smoothly into their roles.

- It serves as a guide to help new team members understand their responsibilities, and how to manage and access essential documents and tools required for day to day operations.

TRAINING OBJECTIVES

By the end of the induction programme, new HQ Administrative staff should be able to:

- Understand the scope of responsibilities.
- Navigate and access shared documents.

PROCEDURES

Manuals – online reading to understand and apply the following:

1. Employee Handbook (refer to CBM Intranet)
2. Company Policies Related to ISO (refer to CBM Intranet)
3. Fire Drill/Emergency Evacuation Plan (refer to link)
4. Procurement Procedure (refer to CBM intranet / Link)
5. Vendor Evaluation Procedure (refer to CBM intranet / Link)

JOB DESCRIPTION - RECEPTIONIST

Admin System – understand the purposes, workflows and data entry performed by **Receptionist**:

1. **Maintain contact list:**
    - CBM contact list (refer to link)
    - MCST contact list (refer to link)

2. **Manage Mail and dispatch** (refer to link):
    - Daily dispatch Schedules
    - Adhoc and open consignment Outgoing mail

3. **Monitor Incoming Mail** (refer to link):
    - Incoming mails
    - P&C and personal mails
    - Payment reminders
    - Incoming cheques

4. **Monitoring Government Notices and Fines**
    - Government Monitoring Letter (refer to link)
    - QMS Dashboard (refer to link)

5. **Booking of Meeting Rooms**

JOB DESCRIPTION – ADMIN OFFICER

Admin System – understand the purposes, workflows and data entry performed by **HQ Admin Officer**:

1. **Procurement and raising of PO**:
    - Admin Procurement PO (refer to link)
    - Procurement Quotations (refer to link)

2. **Monitoring monthly billing of Telcos**:
    - Master List (refer to link)
    - Available telco plans (refer to link)

3. **Monitoring monthly billing of Shell Fuel/Gold Plus**
    - Fleet Card Summary (refer to link)
    - Fuel Consumption – Systematic (refer to link)

4. **Tracking of copier usage and monthly billing**:
    - Photocopier Summary List (refer to link)
    - Printing Usage Per Revenue (refer to link)

5. **Tracking of electricity usage**:
    - Electricity Calculation (refer to link)

JOB DESCRIPTION – ADMIN OFFICER

6. **Consolidation of data for Management meeting**:
    - QMS dashboard (refer to link)

7. **Monitoring of LTA inspection and vehicle maintenance**:
    - Vehicle inspection and maintenance list (refer to link)

8. **Internal Admin meeting report and minutes**:
    - Admin internal meeting minutes (refer to link)

9. **Updating of CBM Screensaver**:
    - Screensaver noticeboard (refer to link)

10. **Office equipment maintenance / contract renewal**:
    - Office fire extinguisher and hose reel maintenance (refer to link)
    - Contract Management (refer to link)

11. **Other Duties**
    - Cover Receptionist when required

JOB DESCRIPTION – ADMIN EXECUTIVE

Admin System – understand the purposes, workflows and data entry performed by **HQ Admin Executive**:

1. **Meetings** – Prepare reports and meeting minutes as required:
    - SBU Meeting - (refer to link)
    - Management Meeting (refer to link)
    - Corporate Service Meeting (refer to link)
    - Green Committee Eco-Office Meeting ((refer to link)

2. **Insurance –** Facilitate CBM Group and Site Projects insurance requirements
    - Procure, Monitor Renewals, Report Incidents for Insurance Claim - (refer to link)

3. **Banker's Guarantee –** Process Site Projects BG requirements
    - Documentation (refer to link)

4. **Vehicles –** Monitor company owned and leased vehicle
    - Vehicle Records (refer to link)
    - Road tax (renew via One Motoring LTA website)
    - Consumption Tracking (refer to link)
    - QMS Dashboard (refer to link)
    - Season Parking Matters (refer to link)

JOB DESCRIPTION – ADMIN EXECUTIVE

5. **Certifications –** Assist with the documentation
    - Eco-Office (refer to link)
    - ISO 9K, 14K, 45K – IMS (refer to link)
    - ISO 22K – BCMS (refer to link)

6. **Vendors –** Ensure the list are updated
    - PQPE & PQFR Evaluation (refer to link)
    - Approved Vendor List (refer to link)
    - Strategic Partner List (refer to link)
    - Blacklisted Vendors List (refer to link)
    - Critical Vendor List (refer to link)

7. **Procurement:**
    - Admin Procurement PO (refer to link)
    - Procurement Quotations (refer to link)
    - ACRA (Bizfile website)
    - Questnet (Questnet website)

8. **Contract Management** (refer to link)

JOB DESCRIPTION – ADMIN EXECUTIVE

9. **Corppass**
    - Apply & Manage accounts and e-services (Corppass portal)

10. **Billings from Various Vendors**
    - Retrieve invoices and save in respective folders (refer to link)

11. **Various Reports & Submissions**
    - CDL Reporting/Carbon Emission (refer to link)
    - CBM GHG (refer to link)
    - CBM Vendor Day (refer to link)
    - 7th Month Prayer (refer to link)
    - Haze/N95 Issuance (refer to link)
    - Petty Cash (refer to link)
    - KSC Matters/Fire Drill (refer to link)
    - Admin Organization Chart/Training records (refer to link)

12. **Other Duties**
    - Cover Secretary & Admin Officer when required
    - Supervise Admin Officer & Receptionist
    - Appointed PIC for Office Admin Platform

CONCLUSION

All new HQ Admin staff shall complete this programme within three (3) months of their onboarding date.



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