

Mercy Corps Indonesia

Open Vacancy

Dear All,

Please find below open position.

We are seeking qualified candidates to strengthen our team.

The New Zealand – Maluku Access to Renewable Energy Support (NZMATES) phase 2

Mercy Corps Indonesia (MCI) is a local Indonesian non-profit organization, which will implement humanitarian, and development assistance programs throughout the country. MCI's mission is to empower people in Indonesia to become healthy, productive, and resilient communities. Resilience means an ability to recover from or adjust easily to misfortune or change.

Program Summary

The New Zealand – Maluku Access to Renewable Energy Support (NZMATES) phase 2 aims to accelerate renewable energy (RE) development to improve access to energy in Maluku and North Maluku provinces. The five-year program is funded by the New Zealand Government through the Ministry of Foreign Affairs and Trade and is implemented by renewable energy company GHD. in partnership with Mercy Corps Indonesia. NZMATES is working towards promoting and accelerating the identification of renewable energy projects and increasing their attractiveness and viability, social and environmental assessments, technical considerations, and triggering and facilitating investment and funding from government, private sector, or other donors.

NZMATES has partnered and collaborates closely with PLN, EBTKE, Dinas ESDM, and BAPPEDA on increasing the use of renewables and improving energy access through grid-connected and off-grid RE projects. The NZMATES Team is based in Ambon and provides support to fill gaps in knowledge, resources, and research, and that projects are aligned with the Government of Indonesia and community development framework and objectives. The proposed support for RE projects includes assistance with project identification and appraisal, technical and social assessments, finance matching, and project design to strengthen long-term sustainability. NZMATES is also intended to enhance local public and private sector capacity and offer opportunities for direct training, technical exchange programmes, and interaction between Maluku and North Maluku educational institutions and NZ renewable energy specialists.

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Ambon, Indonesia

OPERATIONS ASSISTANT (OA) – NZMATES

General Position Summary

The **Operations Assistant (OA)** provides essential day-to-day administrative, logistical, and clerical support for the NZMATES 2.0 programme in Maluku and North Maluku. Operating under the direct supervision of the Senior Operations Officer (SOO), the OA executes routine procurement tasks, maintains the office facility, tracks inventory movements, coordinates staff travel bookings, and processes operational payments. This role functions as an execution-oriented position, ensuring all physical documentation and clerical transactions strictly follow Mercy Corps Indonesia (MCI) field procurement manuals and donor regulations.

Functional Boundaries & Segregation of Duties:

- **Procurement:** OA collects vendor quotations, builds product price baselines, and prepares paperwork. SOO reviews vendor bids, runs high-value tenders, and manages the master EPC supplier database.
- **Contracts & Leases:** OA checks office utility bills and files maintenance logs. SOO negotiates property lease agreements and handles legal vendor contracts.
- **Safety & Security:** OA tracks daily vehicle logbooks and issues field safety gear to staff. SOO acts as the official Security Focal Point, develops emergency evacuation procedures, and writes monthly safety reports

Essential Job Responsibilities

Sourcing Market Research and Procurement Clerical Support

- **Market Sourcing & Quote Collection:** Conduct routine local market surveys to identify reliable suppliers and collect competitive price quotations, detailed technical specifications, and pro-forma invoices based on approved Purchase Requisitions (PR).
- **Vendor Template Verification:** Interface directly with small-to-medium local merchants during price gathering cycles to distribute standard procurement forms, ensuring vendors utilize correct formatting and clear pricing breakdowns in compliance with the Field Procurement Manual.
- **Transactional Document Archiving:** Establish and systematically maintain a meticulous filing system (both physical hard-copy binders and structured cloud-based digital folders) for all purchase workflows, bid analysis forms, and contract archives to ensure total internal audit readiness.
- **Incoming Quality Control (IQC):** Perform rigorous initial physical verifications and quantity counts on all equipment and items delivered by vendors, ensuring materials match the original Purchase Order (PO) terms before passing files to the Senior Operations Officer (SOO) for final acceptance signatures.
- **Supplier Profile Maintenance:** Input and update vendor registry files within the local database, tracking supplier performance, delivery timelines, active contact listings, and processing online store orders for the Ambon office.

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2. Travel Management and Event Logistics Operations

- **Staff Travel Reservations:** Execute routine clerical flight bookings, track ticket reservation statuses, handle hotel accommodation allocations, and arrange ground/maritime transits (car hires, bus rentals, or local boat charters) for deploying teams.
- **Deployment Route Planning Support:** Assist deploying field officers by preparing basic route itineraries, cross-checking public transit schedules across Maluku regions, and compiling field equipment kits (e.g., packing survival items, mosquito nets, and protective boots).
- **Accommodation Mapping:** Compile and continuously update a verified catalogue of local guesthouses, hotels, and alternative accommodation choices available across remote project deployment sites to streamline emergency travel planning.
- **Workshop & Seminar Facilitation:** Coordinate the logistical arrangements for program events, including renting training venues, ordering catering services, printing presentation materials, and managing attendee registration forms.

3. Asset Tracking, Storage Room Control, and Fleet Logs

- **Physical Asset Tagging:** Assist in the physical application of barcoded asset tags on newly acquired equipment, updates the master Asset Register database, and processes internal asset movement tracking forms.
- **Storage Room (Warehouse) Inventory Management:** Oversee the storage room, tracking incoming/outgoing gear lines, and conducting comprehensive quarterly physical audits of field deployment gear (e.g., GPS units, satellite phones, mobile solar charging hubs, and safety vests).
- **Post-Deployment Gear Maintenance:** Inspect, clean, and verify the operational functionality of specialized technical field equipment immediately upon a deployment team's return to the Ambon office before restocking them into the inventory system.
- **Fleet Logbook Audits:** Perform weekly clerical checks on office vehicle logbooks and fuel receipts, verifying mileage entries and scheduling routine mechanical maintenance checks with drivers to preserve vehicle readiness.

4. Daily Office Administration and Financial Processing Support

- **Documentation Digitization:** Manage the scanning, indexing, and digital upload of all routine operations, correspondence letters, and logistics documents into the shared server network.
- **Utility Payment Processing:** Gather, verify, and prepare payment documentation packages for routine operational expenditures, such as office internet connectivity, water bills, electricity usage, and shared communication landlines to ensure zero service disruptions.
- **Stationery Stock Replenishment:** Monitor the inventory levels of office stationeries and general paper supplies, drafting standard tri-monthly procurement requests to prevent stock shortages.
- **Operational Cash Advance Compilations:** Compile administrative field expense receipts, organize petty cash spend trackers, and draft initial reconciliation sheets for routing to the finance unit.

5. Health, Safety, Security (HSS) Logistics Support

- **Safety Equipment Distribution:** Systematically equip deploying field teams with necessary HSS safety items, ensuring every transit group carries operational first aid kits, functioning life jackets, and checked vehicle fire extinguishers.
- **Subcontractor Safety Alignment:** Assist the SOO in socialising standard NZMATES field safety protocols and codes of conduct with external logistical subcontractors, such as short-term rental car drivers or village boat operators.

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Operational Area	Operations Assistant (OA) (Execution & Support Focus)	Senior Operations Officer (SOO) (Strategic, Oversight & Management Focus)
Accountability & Risk Level	Level 2: Executes routine administrative support tasks under the direct supervision of the SOO.	Level 3: Holds high level of accountability and acts as the final decision-maker for regional operations.
Procurement & Vendor Management	• Conducts local market surveys to collect pro-forma invoices and competitive price quotes. • Assists local merchants in filling out standard MCI procurement forms. • Conducts initial physical quality and quantity checks on newly delivered items.	• Leads, executes, and signs off on high-value tender processes specifically for renewable energy projects. • Reviews vendor bids, enforces procurement ethics, and establishes the master Engineering, Procurement, and Construction (EPC) supplier database.
Travel & Event Logistics	• Handles routine clerical bookings for staff flights, hotel accommodations, and short-term car rentals. • Coordinates catering services, prints workshop materials, and manages attendee registration forms.	• Harmonizes regional travel strategies, designs macro-level deployment pathways, and oversees overall operational budgets. • Arranges accommodation bookings and logistical compliance parameters for international personnel and consultants.
Field Gear & Technical Assets	• Conducts routine physical check-ups and cleans specialized gear (GPS, satellite phones, camping gear) immediately upon field teams' return.	• Maintains master inventory controls, tracks overall asset lifecycle depreciation, and authorises formal asset disposals.
Health, Safety, and Security (HSS)	• Systematically packs and distributes field safety kits, ensuring operational first aid items, life jackets, and car fire extinguishers are distributed.	• Acts as the official Operational Security Focal Point for the NZMATES program. • Provides official security inductions for international visitors and tracks field movements in remote areas. • Remains on call to trigger and coordinate medical evacuation (Medevac) procedures.
Administration & Office Management	• Digitizes physical files, scans receipts, and processes recurring utility invoices (electricity, water, internet).	• Manages the master operational database, analyses cost trends, and enforces compliance with internal audit findings.

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Operational Area	Operations Assistant (OA) (Execution & Support Focus)	Senior Operations Officer (SOO) (Strategic, Oversight & Management Focus)
	Monitors stationery and paper stock levels to compile tri-monthly replenishment requests.	Manages property leases for the Ambon office premises and expatriate housing.
Supervisory Responsibility	Supervises: None. Operates strictly as an individual contributor.	Supervises: Operations Assistant and Securities. Conducts weekly alignment briefs and performance reviews.

STRATEGY AND PLANNING

- Support on operations performance indicators to inform strategic decision making.
- Manage and administer NZMATES operational database in coordination with Sr. Operations Officer

REGIONAL SYSTEMS AND SUPPORT FUNCTIONS

- Review and support country team adherence to Mercy Corps and donor policies and procedures.
- Capture and disseminate best practices on operations, finance and HR systems across country teams to ensure highest quality and standards.

HUMAN RESOURCES

- Support Mercy Corps global and regional initiatives for human resources, including safeguarding and talent development.
- Collaborate with the people team to promote staff access to high-quality learning opportunities, with a special emphasis on national team member development.
- Assist with the on-boarding of senior team members, ensuring they are set up for success and familiar with agency systems, procedures, and protocols.

RISK MANAGEMENT

- Engage and support countries across the region to ensure that adequate risk management systems are in place.
- Collaborate with country leadership to support preparedness and response to major disruptive events.
- Engage with country teams in the internal audit process to track findings and ensure country team compliance with IA findings and recommendations.
- Engage with country level Ethics and Assurance managers as well as the global Ethics and Assurance department to track and analyze trends and needs across countries.

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SAFEGUARDING RESPONSIBILITIES

- Actively learns about safeguarding and integrates it into their work, including safeguarding risks and mitigations relevant to their area of work.
- Practices the values of Mercy Corps, including respect for the dignity and well-being of participants and fellow team members.
- Encourages openness and communication within their team; encourages team members to submit reports if they have any concerns through reporting mechanisms, e.g., the Integrity Hotline and other options.

Knowledge and Experience

- Education: Diploma (D3) or Bachelor's degree (S1) in Business Administration, Logistics, Supply Chain Management, Management, or a related administrative field.
- Professional Experience: Minimum of 2 to 3 years of proven experience performing logistics, procurement, or administrative assistant roles. Prior experience with humanitarian or international development organizations (NGO/INGO) is preferred.
- Procurement Literacy: Foundational understanding of standard procurement lifecycle steps (PR to PO processes), sourcing ethics, and warehouse inventory systems.
- Technical Skills: Highly proficient in utilizing standard Microsoft Office applications, with strong practical data entry skills in MS Excel and formatting structures in MS Word.
- Language Proficiency: Fluent in Bahasa Indonesia with good functional conversational and written English skills for managing email correspondence and basic travel bookings.
- Soft Skills & Behavioral Traits: Meticulous attention to detail, high standard of professional integrity, excellent multi-tasking skills, and a strong customer-service attitude when supporting field teams.
- Mobility Requirements: Willingness to travel occasionally to field deployment areas or remote islands to deliver logistical support materials when required.
- Open to all qualified applicants. Women and candidates originating from Maluku are highly encouraged to apply.

Living Conditions / Environmental Conditions

The position is based in Ambon and it requires up to 30% travel to support country programs, which may include travel to insecure locations where freedom of movement is limited and areas where amenities are limited. Housing for this role is in individual housing and staff will have access to good medical services and the living situation is of a high standard.

Accountability to Participants and Stakeholders

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our program participants, community partners, other stakeholders, and to international standards guiding international relief and development work. We are committed to actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects.

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Team Engagement and Effectiveness

Achieving our mission starts with how we build our team and collaborate. By bringing together individuals with a variety of experiences, backgrounds, and perspectives, we strengthen our ability to solve complex challenges and drive innovation. We foster a culture of trust and respect, where every team member is valued for their contributions, empowered to reach their full potential, and motivated to do their best work. We recognize that building a strong and effective team is an ongoing process, and we remain committed to learning, improving, and growing together.

Equal Employment Opportunity

Mercy Corps is an equal opportunity employer committed to providing equal employment opportunities to all employees and qualified applicants for employment without regard to race, color, sex, sexual orientation, religion or belief, national origin, age, disability, marital status, veteran status, or any other characteristics protected under applicable law.

Safeguarding & Ethics

Mercy Corps is committed to ensuring that all individuals we come into contact with through our work, whether team members, community members, program participants or others, are treated with respect and dignity. We are committed to the core principles regarding prevention of sexual exploitation and abuse laid out by the UN Secretary General and IASC and have signed on to the [Interagency Misconduct Disclosure Scheme](#). We will not tolerate child abuse, sexual exploitation, abuse, or harassment by or of our team members. As part of our commitment to a safe and inclusive work environment, team members are expected to conduct themselves in a professional manner, respect local laws and customs, and to adhere to [Mercy Corps Code of Conduct Policies](#) and values at all times. Team members are required to complete mandatory Code of Conduct elearning courses upon hire and on an annual basis.

As an applicant, if you witness or experience any form of sexual misconduct during the recruitment process, please report this to Mercy Corps Integrity Hotline (integrityhotline@mercy Corps.org).

How to Apply

Interested candidates are invited to submit their **CV** and a **cover letter** explaining how their qualifications and experience align with the responsibilities of this position through the following link:

<https://bit.ly/46HtAlB>

By applying for this position, applicants attest that they have never violated any policy related to sexual misconduct, sexual exploitation and abuse (SEA), child safeguarding, or human trafficking, and have never been disciplined for violating an employer's code of conduct.

Applications will be accepted until **18 September 2026**. Only shortlisted candidates will be contacted for the next stage of the recruitment process.

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We encourage qualified candidates who are interested in this opportunity to apply and look forward to receiving your application.

Thank You,
Human Resources Department
Mercy Corps Indonesia