

**Position: Officer – Admin, Travel & Guest Relations**

**Organisation Background:**

The Institute of Medical & Minimal Access Surgery Training (IMMAST), a unit of Rammi Enterprises Private Limited, is an ISO 9001:2015 certified and Royal College of Surgeons, UK accredited training institute based in Mumbai, Maharashtra, India. With state-of-the-art facilities and top-of-the-line instruments, IMMAST is one of the most advanced training institutes in the country, having trained over 21,000 medical professionals from more than 30 countries since its inception. We offer a wide array of Medical & Minimal Access Surgery (MAS) training courses spanning over 20 surgical super-specialties, with 75+ courses designed for medical and surgical postgraduates, practicing doctors, and allied healthcare workers.

**Location:** Worli, Mumbai

**Education:** Any Graduate or Diploma Holder

**Skills:**

- Proficiency in front office operations
- Strong coordination skills for travel and logistics
- Effective management of facility activities
- Exceptional guest relations capabilities
- Excellent multitasking abilities with strong communication and interpersonal skills

**Experience:** 0-2 years in a similar role preferred

**Key Responsibilities**

**Front Office Management & Guest Hospitality:**

- Ensure a welcoming environment for guests while overseeing daily office operations.
- Manage office supplies and inventory, maintain vendor relationships, and ensure the functionality of office equipment.
- Facilitate front desk communication and coordination to enhance visitor experience.

**Travel Desk Management:**

- Handle travel and stay arrangements for faculty, participants, and guests, ensuring smooth logistical operations.
- Coordinate with external stakeholders for travel arrangements, including transportation and accommodation.
- Manage billing inquiries and facilitate the verification of travel-related expenses while maintaining accurate records of all travel activities.

**Hospitality Services:**

- Deliver outstanding hospitality services to faculty, participants, and guests.

**Course & Faculty Management:**

- Maintain and update the course calendar and support participant management activities as needed.
- Assist with faculty-related tasks, ensuring effective communication and support for faculty members.
- Prepare and organize course-related data and documentation, as well as periodic reports.

**Office & Meeting Coordination:**

- Collaborate with administrative staff to organize larger meetings and events, providing logistical support as required.
- Professionally handle filing and data management to ensure confidentiality and easy access to documents, both physical and digital.

**Financial and Record Maintenance:**

- Assist in billing and financial activities, including the verification and processing of financial documents.
- Support the documentation and filing of financial records, adhering to quality standards and finance protocols.

- Maintain organized filing systems for all documentation and records.

**Inventory Management:**

- Oversee inventory needs and ensure timely replenishment of supplies, working closely with vendors to manage stock levels efficiently.

**Executive Assistance to VP, IMMAST:**

- Schedule meetings and appointments, draft timely responses, and manage logistics, including room bookings and agenda preparation.
- Organize travel itineraries and accommodations as required.
- Perform any additional responsibilities as assigned by management.

**Why Join Us?**

This is an excellent opportunity for recent graduates or individuals with limited experience to develop their skills in a dynamic and supportive environment. If you are organized, proactive, and enjoy working in a team-oriented setting, we encourage you to apply and be part of our dedicated team!

**Application Process:** Interested candidates are encouraged to submit their resume and a cover letter highlighting their relevant experience and skills to [careers.immast@immast.org](mailto:careers.immast@immast.org). IMMAST is committed to creating a diverse environment and welcomes applications from all qualified individuals.

**Note:**

Include the following mandatory information in a tabular form:

Name in Full:

Position applied for:

Contact Details:

Email ID:

Permanent Address:

Date of Birth:

Highest Educational Qualification:

Years of Relevant Experience:

Current Location:

Current Salary:

Expected Salary:

Notice Period:

Reference 1 (Name/Organization/Email/Mobile No)

Reference 2 (Name/Organization/Email/Mobile No)

Kindly send updated resume to [careers.immast@immast.org](mailto:careers.immast@immast.org) within 30 days of the advertisement.