


## CUSTOMER CARE OFFICER POSITION

 <p>Insurance Regulatory Authority Bima Bora kwa Taifa IRA</p>	<b>JOB TITLE</b>	Customer Care Officer
	<b>DIRECTORATE/ DEPARTMENT</b>	Directorate of Corporate Services, Corporate Communication Department
	<b>GRADE/LEVEL</b>	IRA 7
	<b>IMMEDIATE SUPERVISOR</b>	Assistant Manager, Customer Relations

### a) Job purpose

The position is responsible for providing professional and efficient front office services to uphold corporate image and facilitate seamless operations of the Authority

### b) Job specifications

Duties and responsibilities will entail:

- i) Managing incoming and outgoing calls and route to appropriate persons;
- ii) Directing enquiries from external stakeholders to relevant employees;
- iii) Managing guests in a professional manner;
- iv) Managing internal stakeholders;
- v) Monitoring flow of visitors for security controls;
- vi) Maintaining the appointment diary either manually or electronically;
- vii) Maintaining the facilities booking system i.e. booking of boardrooms and meeting rooms;
- viii) Scheduling appointments for internal and external stakeholders;
- ix) Maintaining call records and expenditure for monitoring purposes;
- x) Implementing Quality Management System standards and continuously identifying and managing risks; and

### c) Person specification

- i) Bachelor's degree in relevant field from a recognized institution
- ii) Certificate in Computer Proficiency
- iii) Meets the requirements of chapter six of the Constitution.

### d) Competencies and skills

- (i) Good communication skills
- (ii) Good organization and inter personal skills
- (iii) Ethical and integrity
- (iv) Team player