


EXECUTIVE OFFICE ADMINISTRATOR

 Insurance Regulatory Authority Bima Bora Jawa Taifa IRA	JOB TITLE	Executive Office Administrator
	DIRECTORATE/ DEPARTMENT	Office of Commissioner of Insurance & Chief Executive Officer
	GRADE/LEVEL	IRA 5
	IMMEDIATE SUPERVISOR	Chief Executive Officer

a) Job purpose

The position will be deployed in Office of Commissioner of Insurance & Chief Executive Officer and shall be responsible for enquiries; providing secretarial services in a given office, receiving and attending to clients.

b) Job Specifications

Duties and responsibilities will entail:

I. Managerial / Supervisory Responsibilities

- (i) Provide secretarial, typing and other related activities in the Chief Executive Officer's office
- (ii) Maintain efficient and effective communication channels between the office of the Chief Executive Officer, Board Chairman, Directors, IRA Departments and external customers.
- (iii) Handle the Chief Executive Office correspondence, filing, registry, letters, reports, memos and respond to simple correspondence.
- (iv) Maintain the Chief Executive Officer's diary, calendar and schedule of appointment so as to ensure there is no clash or overlap and inform CEO accordingly to approve or change.
- (v) Receive and screen incoming calls, visitors, correspondences and reports. Handle routine matters, determine and refer to the Chief Executive Officer for action.
- (vi) Oversee the prompt collection and delivery of incoming and outgoing mail to correct addresses
- (vii) Supervise the Chief Executive's office administration matters relating to cleaning, messengerial tasks, reception, telephone, e-mail, fax, enquiries, complaints, etc., and direct as appropriate
- (viii) Maintain inventories of office equipment and supplies, monitor utilization of consumables and requisition of additional supplies
- (ix) Coordinate local and international travel for the Chief Executive Officer.
- (x) Coordinate speeches for functions and to ensure quality checks. The CEO is involved in development of international speeches but for local

speeches, responsibility for coordination between the contributors is held by this role.

- (xi) Organize meetings and forums

II. Operational Responsibilities / Tasks

- (i) Word and data processing;
- (ii) Preparing responses to simple routine correspondence;
- (iii) Managing e-office;
- (iv) Operating office equipment;
- (v) Attending to visitors/clients;
- (vi) Handling telephone calls and appointments;
- (vii) Maintaining office diary and travel itineraries;
- (viii) Ensuring security of office records, equipment and documents, including classified materials;
- (ix) Establishing and monitoring procedures for record keeping of correspondence and file movements;
- (x) Maintaining an up to date filing system in the office;
- (xi) Ensuring security, integrity and confidentiality of data within the office;
- (xii) Managing office protocol and etiquette; and
- (xiii) Supervising of office cleaning

c) Persons Specifications

- (i) Masters' degree in business administration or a business related field
- (ii) Bachelors' degree in business administration, secretarial studies or a business related field
- (iii) Member of a professional Body where applicable
- (iv) Certificate in Computer Proficiency
- (v) Six (6) years' experience in a similar position
- (vi) Supervisory course lasting not less than two (2) weeks will be an added advantage
- (vii) Meets the provision of chapter six of the Constitution

d) Competencies and skills

- (i) Strong negotiation skills
- (ii) Strong communication and presentation skills
- (iii) Good mentorship and coaching skills
- (iv) Leadership and supervision skills