


SENIOR CUSTOMER CARE OFFICER POSITION

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|  Insurance Regulatory Authority Bima Bora Jawa Taifa IRA | JOB TITLE | Senior Customer Care Officer |
| | DIRECTORATE/ DEPARTMENT | Directorate of Corporate Services |
| | GRADE/LEVEL | IRA 6 |
| | IMMEDIATE SUPERVISOR | Assistant Manager, Customer Relations |

a) Job purpose

The position is responsible for providing professional and efficient front office services to uphold corporate image 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;

c) Persons Specifications

- (i) Bachelors' Degree in relevant field
- (ii) Relevant professional qualifications
- (iii) At least four (4) years related work experience;
- (iv) Meets the requirements of Chapter Six of the Constitution

d) Competency and Skills

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