


OFFICE ADMINISTRATOR

 Insurance Regulatory Authority Bima Bora Aswa Taifa IRA	JOB TITLE	Office Administrator
	DIRECTORATE DEPARTMENT	Market Conduct / Corporate Services
	GRADE/LEVEL	IRA 7
	IMMEDIATE SUPERVISOR	Director Market Conduct / Corporate Services

a) Job purpose

The Office Administrators are responsible for enquiries; providing secretarial services in a given office, receiving and attending to clients. They shall be deployed in the Office of Director Market Conduct and Director Corporate Services.

b) Job Specifications

The duties and responsibilities of the officer will entail:-

- (i) Attending to visitors/clients;
- (ii) Handling telephone calls, customer inquiries and complaints/compliments;
- (iii) Ensuring security and confidentiality of office records, equipment and documents;
- (iv) Maintaining office diary;
- (v) Record keeping for correspondences and file movement;
- (vi) Managing office protocol and etiquette;
- (vii) Coordinating the general administration of the respective office;
- (viii) Coordinating schedule of meetings and appointments;
- (ix) Coordinating travel arrangements;
- (x) Coordinating appointments and travel itineraries;
- (xi) Preparing responses to routine correspondence; and
- (xii) Monitoring procedures for record keeping for correspondences.

c) Person Specifications

- i. Bachelor's degree in business administration, secretarial studies or a business related field;

OR

Higher Diploma in Secretarial Studies or its equivalent from the Kenya National Examinations Council (KNEC) or any other recognized institution with three (3) years experience;

OR

- ii. A Diploma in Secretarial Studies from the Kenya National Examinations Council (KNEC) or any other recognized

institution with four (4) years experience; and

iii. Meets the provision of Chapter Six of the Constitution.

d) Competencies and skills

- (i) Strong communication and presentation skills
- (ii) Good analytical skills
- (iii) Problem solving
- (iv) Professionalism