



Administrative Assistant

Roles and Responsibilities

Reception:

- Receives all visitors and acts as the first point of reference for all enquiries for the office.
- Manage incoming and outgoing calls.
- In charge of receiving and dispatching correspondences and maintaining a register for the same

Customer Service Delivery

- Providing after-sales services to customers by calling clients and ensuring they are actively trading with the organization
- Recording all incoming and outgoing Maisha customer cards
- Handling and resolving customer complaints and directing Recording details of inquiries, comments and complaints;
- unresolved issues to the designated person
- Ensuring the office has sufficient Maisha products/brochures and distribute the same to the persons visiting the office

Information Management

- Access and update the membership database which entails: recording details of inquiries, comments and complaints and records details of action
- Generate membership numbers on the system for the clients

Reports Management

- Maintaining an updated office inventory at all times (monthly basis) and share the report.
- Keep records of customer interactions and transactions for feedback reports and future reference.
- Comprehensive management of all office records and maintain an effective filing system

Reporting

- Assist in compiling sales reports on a daily, weekly and monthly basis for the office and the Sales Manager
- Assist in preparing the petty cash report and ensure these are correctly recorded and remitted to finance on a weekly basis
- Assisting in ensuring all financial expenses are properly and correctly recorded and report remitted to finance office in Nairobi, Kenya

Administrative support includes communication

- Prepares drafts for responses for the office
- Ensuring that all administrative activities are well planned through provision of logistical support including effective running of the office

Custodian of office assets

- Ensures compliance with maintenance/servicing schedules for printers/policy insurance validity etc.
- Proactively suggests ways to improve office working environment (posters etc.)

Educational Qualifications

- Degree in Business Management
- Minimum of 3 years work experience in a busy environment

Experience Requirements

- Minimum of 3 years work experience in a busy environment

Interpersonal skills

- Excellent knowledge in customer service principles and practice
- Excellent writing and oral communication skills
- Basic telephone skills
Software applications, such as word processing, spreadsheets, and database management.

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