**PERFORMANCE-BASED JOB DESCRIPTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Job Title | **Administrative Assistant** | | | |
|  |  | | | |
| Department | Operations | | Section/Location | **Branch** |
|  |  | |  |  |
| **FUNCTIONAL** | Branch Manager | | **OTHERS** | **N/A** |
| Reports To |  |  | Reports To |  |
| (100% time) |  |  | (0% time) |  |
|  |  |  |  |  |
| **Key Resources (**e.**g.** |  | Petty cash | Approximate **turnover** |  |
| **Budget, People,** |  | Stationery | p.a for this role |  |
| **Information)** |  | Information |  |  |
|  |  | People |  |  |

**MAIN PURPOSE OF THIS POSITION**

Providing branch administrative services, including front office, office supplies, payment reconciliation, data entry and customer service to both internal and external clients to achieve customer satisfaction & service delivery in line with business strategy.

**3-4 KEY DELIVERABLES FOR THIS POSITION (K.P.I’s)**

* Branch operational excellence
* Service Delivery
* Customer Satisfaction
* Information Management & Reports

**KEY RESPONSIBILITIES**

1. Providing branch administrative services in line with business plans, polices and guidelines.
2. Receiving & responding to customer inquiries and requests made by customers to ensure effective communication, feedback and customer satisfaction at the branch.
3. Preparing and maintaining a record of visitors/clients inquires, comments and complaints for information to build into business database.
4. Issuance, monitoring and reconciliation of Branch Petty Cash for prudent petty cash utilization in line with policy guidelines.
5. Data entry, validation and confirmation for follow up, compliance and proper documentation.
6. Receiving, issuance and reconciliation of clean energy products and cheques.
7. Receiving, authentication and tracking of payment documents and reconciliation of un-receipted deposits for follow-up by Branch Manager.
8. Arranging and filing of group and client registration forms, affidavits, Branch Credit Committee and Branch meeting minutes.



1. Ensuring opening, cleaning and closing of offices for secure, clean and safe working environment.
2. Receiving, Recording, verifying, dispatching and coordinating courier services for efficient business operations while maintaining appropriate records.
3. Receiving and authenticating of products and invoices from suppliers and raising branch requisitions for conformity and compliance with the company policy.
4. Maintaining branch database and records including safe and secure custody of files and other information and for prompt retrieval.
5. Identifying & recommending best practices for **innovation** to ensure new & improved processes, products & services.
6. Implementing **service quality, customer excellence and change initiatives** to achieve required business performance and culture.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Key Indicators** | | | | |  |  |  | **Key Interfaces** | | | |  |  |  |  |  |
|  | **Direct Reports** |  | **Other assigned** | | | | |  | **Internal Contacts** | | |  |  | **External Contacts** |  |  |  |
|  |  |  |  | **Reports** | | |  |  |  |  |  |  |  |  |  |  |  |
|  | **(Jobs reporting** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **to this position)** |  | **(Jobs reporting to** | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  | **this position due to** | | | | | |  |  |  |  |  |  |  |  | | | |  |  |
|  |  |  | **other factors e.g** | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **location, )** | | |  |  |  |  |  |  |  |  |  |  |  |
|  |  N/A |  |  | N/A | | |  |  |  | | Finance |  |  | Business partners |  | | | |  |  |
|  |  |  |  |  |  |  |  |  |  | | Credit and Risk |  |  | Courier services |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | Stakeholders |  |  |  |
|  |  |  |  |  |  |  |  |  |  | | HR |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  | Service providers |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | **Critical Success Factors for the Job** | | | | | | | |  |  |  |  |
|  | **Job Specifications** | |  |  |  |  |  |  | **Key Drivers** | | | |  | **Relevant Experience** |  |  |  |
|  | **Academic Qualifications** | | |  |  | **Core Job Skills** | | | | |  |  |  | 1 year of relevant |  |  | |  |
|  |  | |  |  |  |  |  | | |  | | |  |  |  |  | |  |
|  | Diploma in a Business | |  |  |  |  | Customer Management skills | | | | | |  | experience |  | | | |  |  |
|  | Related Field. | |  |  |  |  | Public Relationship skills | | | | | |  |  |  | | | |  |  |
|  |  |  |  |  |  |  | Interpersonal skills | | | | | |  |  |  |  | |  |
|  | **Professional Qualifications** | | | |  |  Planning & Organization skills | | | | | | |  |  |  |  |  |
|  |  |  | Time management skills | | | | | |  |  |  |  |  |
|  |  | | | |  |  |  |  |  |
|  | **N/A** | |  |  |  |  | Conflict Resolution skills | | | | | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | IT fluency | | | |  |  |  |  |  |  |  |

**Standard General Skills (Generic)**

* + Communication skills
  + Customer Service
  + Computer Literacy & application
* Change Champion

**Core Values/ Behavior**

* Integrity
* Respect
* Transformation

Passion



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