



# Job Description

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<b>Job Title</b> Administrative Support Officer	<b>Job Location</b> Dar es Salaam	<b>Category</b> -
<b>Job Type</b> Full Time	<b>Job level</b> Intermediate	<b>Industry</b> Banking
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Banking: 2 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

- This role supports the Executive Business Support Manager within the Executive Office, in effectively managing the Executive Office. The position is expected to liaise closely with all the direct reports and other key stakeholders.
- The role will also provide day to day support in managing the Executive Office activities.
- The role shall play a pivotal role in creating a positive and professional first impression for the organization. The primary responsibility is to manage the reception area efficiently and provide exceptional administrative support to executives and visitors.

## Responsibilities

### Front Desk Management:

- Greet and assist visitors with a warm and professional demeanour.
- Answer and direct incoming calls to the appropriate personnel.
- Maintain a tidy and organized reception area.

### Executive Support:

- Provide administrative assistance to executives, including calendar management and scheduling.
- Handle confidential information with discretion.

### Communication:

- Act as a liaison between executives, staff, and external parties.
- Ensure effective communication flow within the office.

### Office Coordination:

- Coordinate office supplies and equipment maintenance.
- Assist in organizing meetings, conferences, and special events.

### Visitor Management:

- Manage visitor access and issue security passes.
- Coordinate with relevant departments for guest arrangements.

### Administrative Tasks:

- Handle mail and packages, distributing them accordingly.
- Perform general clerical tasks such as data entry and filing.

### **Department Administration**

- Run the operations of and maintain a fully effective and functioning reception.
- Be the first point of contact for general calls, emails, enquires, invitations, complaints and correspondence and promptly respond directly, delegate to colleagues or advising the Executive Office on appropriate responses, clearly outline the outcome / actions and ensure these are followed through to resolution in a professional manner. Proactively track responses to their logical conclusion.
- Maintain and continuously update the appointment and movement schedules for the Executive Office, so as to respond to queries on availability as well as to make any logistics arrangements as required.
- Coordinate events and functions for the department, scheduling meetings, conferences, etc., and travel as required.

### **Productivity, Performance & Development**

- Deliver performance objectives set. Institute immediate corrective action where performance is below par.
- Proactively manage own learning and development.
- Adhere to annual leave plan agreed with line manager.

### **Risk Mitigation, Compliance & Audit**

- 100% adherence to policies, procedures and statutory guidelines. Minimise exposure to bank wide risks, enforce zero tolerance to non-compliance with KYC and AML regulations.
- Read all the relevant policies for the Bank.
- Close gaps/lapses identified, corrective and preventative actions identified by audit, risk and compliance reviews; investigations or other assessment mechanisms are undertaken within the agreed time frame.

### **Education & Qualifications**

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- University degree in social sciences

### **Requirements**

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- At least 2 years' experience working in administration and business support with at least two years supporting senior management teams in a similar size commercial organisation, in a role requiring:

### **Characteristics**

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- The ability and confidence to establish and maintain positive and productive relationships with stakeholders at senior director level and across all cadres inside and external to the organisation and influence positive outcomes;
- The ability to produce and disseminate high quality professional information and documents which involve researching, note-taking, collating, writing, proof-reading, editing, and presenting accurate materials, minutes and follow management reports;
- Working knowledge of documents and data management with a high level of competency in standard Microsoft packages, data analysis and reporting tools;
- The ability to work flexibly with versatility, meet unexpected and on occasion very tight deadlines, prioritise and proactively manage competing demands, multi-task, manage pressure, work autonomously and collaboratively with colleagues and external stakeholders.
- A well-placed sense of judgement, tact, diplomacy, with the ability to exercise absolute discretion and confidentiality.

### **Reporting To**

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- Business Support Manager- Executive Office

### **Driving Licence**

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Not Required

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