

Job Description	
Job Title:	Administrative Assistant
Team	Operations Department
Reporting Structure	Operations Manager
Purpose of Position	Administrative Assistant duties and responsibilities include providing administrative support to ensure efficient operation of the office. Supports employees through a variety of tasks related to organization and communication. Responsible for confidential and time sensitive material. Ability to effectively communicate via phone and email ensuring that all Administrative Assistant duties are completed accurately and delivered with high quality and in a timely manner. May direct and lead the work of others. Rely on experience and judgment to plan and accomplish goals and a wide degree of creativity and latitude is expected.
Key Tasks	<p>Reception</p> <ul style="list-style-type: none"> • Ensure the reception area is clean and organized • Answer telephone and office mobile calls • Take and relay messages <p>Clerical Support and Accounting Assistance</p> <ul style="list-style-type: none"> • Deal with queries from the walk ins • General administrative and clerical support • Receive and sort mail and deliveries • Communication to the staff on administrative matters • Reconciliation of cash in sales with the accounts <p>Customer Support</p> <ul style="list-style-type: none"> • Sending Bulk sms for corporate customers as well as walk in clients • Manage customers' bulk sms accounts • Adheres to all company policies, procedures and business ethics codes. • Manage front desk bulk payments and airtime sales from walk in clients • Training new clients on how to use the portals as required <p>Sales Support</p> <ul style="list-style-type: none"> • Record sales and order information and report the same in the weekly meetings communicated and implemented within the team. • Handling bid requirements and documents • Meeting sales targets as required by the team • Extending customer support to clients with accounts • Going for sales meetings • Client visits with my supervisor once a month • Reading newspapers to get bids
Skills and Experience	<ul style="list-style-type: none"> • A minimum of 2 years of experience in the field or in a related area • Proven experience as an office administrator • Knowledge of office management systems and procedures • Excellent time management skills and ability to multi-task and prioritize work • Attention to detail and problem-solving skills

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	<ul style="list-style-type: none">• Excellent written and verbal communication skills• Comfortable with business etiquette and discretion• Strong organizational and planning skills• Self-motivated, energetic and driven, creative• Proficient in MS Office• Diploma or equivalent experience
Working Environment	<ul style="list-style-type: none">• Position is office based (locally) but will require client visits• Normal working hours are 8.30am - 5.30pm• Fun working environment• Team Work• Regular Team Building
Remuneration Package	<ul style="list-style-type: none">• Competitive Salary• 21 days annual holiday• Medical Insurance