

## **JOB ADVERT**

Date posted: 27/01/2020

### **CUSTOMER EXPERIENCE/EXECUTIVE ASSISTANT**

**Job Summary:** Provide accurate, friendly quality service to customer, responsible for marketing activities for the organisation and other duties assigned by the supervisor. Must know, practice and ensure that company policies and procedures are followed at all times.

**Responsibilities and Duties** include but are not limited to the following:

- Provide excellent front-line customer service:
- Make sure customers receive prompt, efficient and courteous attention.
- Maintain a professional appearance, orderly work environment and friendly disposition by greeting others.
- Greet walk-in customers ensuring they receive prompt, efficient, and courteous attention; direct customers or announce visitors as appropriate.
- Answer the main phone line using professional phone etiquette, discern customer needs, respond or transfer to correct individual or department as appropriate.
- arranging introductory meetings for the company and prospective customers
- organisation and coordination of all promotion activities

#### **Data entry:**

- Accurately enter and update customer information.
- Compile and edit documents with minimal errors.

#### **Records Management:**

- Scan documents.
- Contact customers for missing documents and expired documents as needed.

#### **Filing:**

- Assist with records retention and archive files as scheduled.
- Assist with receiving and transferring titles as necessary.

#### **Other:**

- Using knowledge and judgment to refer enquirers to other staff as appropriate or to assist as far as practicable when the relevant staffs are not available.
- Process information in a professional and confidential manner.
- Facilitate mail process incoming and outgoing to ensure appropriate paperwork is received in a timely manner.
- Practice and promote company Core Values.
- Sales and marketing of the university
- and any other duties as assigned

**Position Requirements:**

- High School certificate
- Holder of a Diploma In Secretarial Studies, Marketing and Sales, Business and any other related qualification
- Minimum of 2 years of experience preferred experience as a Receptionist, Front Office Representative or similar role is preferred.
- Experience handling multiple phone lines.
- Computer experience including data entry, word processing, and scheduling required.

**Attributes**

- Punctuality and reliability.
- Professional attitude and appearance.
- Strong customer service skills.
- Effective interpersonal skills.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills.

Interested Individuals meeting the above stated requirements to submit application letters addressed to the undersigned accompanied by a recent Curriculum Vitae, copies of academic and professional certificates. Applications to be sent via email to: [bsmrecruiter@outlook.com](mailto:bsmrecruiter@outlook.com)

**Closing date:** Thursday, 30<sup>th</sup> January, 2020. Only short-listed candidates will be contacted.

**Senior Business Partner**

BS Management Consultants Ltd

Email: [bsmrecruiter@outlook.com](mailto:bsmrecruiter@outlook.com)

Plot 38160, Mass Media, Alick Nkhata Road, P O Box 36530, Lusaka Zambia

<https://bsmanagementconsultants.com/vacancies-and-consultancy>

