Job Advertisement

Office Assistant

A reputable International organisation is seeking to hire an experienced Office Assistant for The Gambia subsidiary who will work directly with the Office Administrator/Operation Manager and the management team across functional activities.

Main Tasks and Responsibilities

Reporting to the Office Administrator/Operation Manager, the Office Assistant will be responsible for:

- Supporting the Office Administrator/Operation Manager for operations and management of the office
- Answering telephone calls promptly and efficiently
- Recording of messages correctly and forward timeously
- Maintaining office morale and good telephone etiquette.
- Typing, scanning, filing, etc.
- Travel Management
- Diary Management and reporting activity log
- Management of expenses
- Updating client visit schedule
- Client Presentations
- Preparing, printing, binding and distribution of feedback reports / presentations.
- Loading of Presentations
- Legal Documents
- Customer experience management (internal and external clients)
- Query handling and call management
- Email screening and distributing client requests to the Client Services team
- Scheduling of client quarterly feedbacks, client general meetings and client pitches
- Assist with client events as required

Key Competencies

- The Desire to work in a fast-paced, highly pressured environment
- Excellent communication skills (speaking and writing)
- Highly motivated and energetic, along with a 'self-starter' attitude
- Must be able to thrive in a high-pressure environment
- Must be organised and detail-oriented
- Attention to detail
- Have strong computer literacy - MS office suite
- Have the ability to work under pressure
- Possess exceptional organisational skills and time management
- Demonstrate and apply interpersonal skills
**Skills Required:**
- Experience working in a professional office environment
- Excellent computer skills, including a high degree of proficiency in Microsoft Word, Excel, Outlook, and PowerPoint
- Strong written and verbal communication skills
- Great customer service and interpersonal skills
- Friendly, service-oriented personality
- Keen attention to detail
- Problem-solving and basic troubleshooting skills
- Comfortable in a fast-paced and ambiguous environment
- Ability to multitask and prioritise effectively
- Capable of working efficiently
- Mature, calm and professional at all times
- Accuracy and attention to detail
- Excellent communication skills at all levels

**Qualifications and Experience:**
- Minimum Grade 12 and Diploma/Certificate in Administration, Management with more than 3 years related experience.
- Secretarial Support
- Administrative Services
- Manages various Stakeholder queries and support
- Personal Attributes
- Optimises work processes
- Prior work experience in related field

**Salary:** Very attractive

**NB:** The organization has a balance Gender Policy, and encouraged all qualified female candidates to apply.

1. **Method of application:** Applicants must submit an application letter, curriculum vitae with names and addresses of two referees, copies of academic/professional certificates and other relevant documents should be submitted to the following email: gambia@jsmorlu.com

2. **Deadline:** The Deadline for submission of applications is **31st August 2022 @ 23:59 hrs. GMT prompt**