



Excellent Career Opportunity: Executive Business Administrator - Operations

ZEP-RE (PTA Reinsurance Company) is a specialized institution of the Common Market for Eastern and Southern Africa (COMESA) established to service and develop the insurance and reinsurance industry within the COMESA sub-region. We are seeking a high caliber, knowledgeable and results-oriented professional to provide operational and administrative support to the Operations department.

Main purpose of the job: Under minimum supervision, support the Operations department in an operational and administrative capacity. The position requires excellent customer service skills, high degree of self-confidence and professional presence, a high level of discretion and diplomacy, ability to understand and adapt client business needs, excellent time, and project management skills.

Your responsibilities (not limited to the following):

1. Provide Outlook email and calendar support on behalf of the department. Monitor and respond to email from clients as and when these come in. Coordinate and schedule meetings, including identifying and resolving scheduling conflicts for the department.
2. Preparing and managing the departmental calendar (short to mid-term) in line with the department's priorities. This shall include communication of agenda, taking minutes and recording key matters as well as carrying out implementation follow ups with action item owners and/or any other person as directed by the Operations department.
3. Assist the department's staff in monitoring and tracking deliverables on a weekly basis.
4. On a regular basis, manage sensitive and confidential information appropriately and with a high level of discretion.
5. Compose and edit documents and collaborate with appropriate department teams as needed to format, edit, proofread, and coordinate printing for presentations, proposals, and other client deliverables according to ZEP-RE brand standards.
6. Managing the department's correspondence internally with other company functions, including drafting, routing, responding, and delegating actions to the respect internal functions. This will include being Operations liaison for assignments involving the Executive Committee and Heads of Departments, ensuring adequate follow-up and escalation with the right team members.
7. Managing the department's priority projects as delegated or assigned.
8. Coordinating the department's client visits, management of external (marketing) and internal events/conferences and ensuring reports for same are timely concluded on.
9. Supporting the department on any other duties as assigned from time to time.

Qualifications:

Minimum qualification	Bachelor's degree (minimum: second class upper division) from a recognized university in
<i>Added advantage</i>	An insurance or risk management degree (minimum Upper Second Class) from a recognized university and/or a Diploma in Insurance (Dip CII) from the Chartered Insurance Institute will be an added advantage.
Minimum experience	4 – 5 years work experience in supporting executives in a large/matrixed corporate environment, relevant customer service experience.
<i>Added advantage</i>	Experience in a reinsurance or insurance company will be an added advantage
Skills	<ul style="list-style-type: none"> - Proficiency in the entire Microsoft Office Suite and appropriate computer skills. - Excellent time management and project management. - Exceptional communication skills (written and oral). Fluency in French will be an added advantage. - Organizational and problem-solving skills. - Ability to learn, predict and plan the needs of the Executive being supported and his staff. - Demonstrable interpersonal skills.
Eligibility criteria	We are an equal opportunity employer. We encourage CITIZENS OF ALL MEMBER STATES OF ZEP-RE who meet the above qualifications, and the highest standards of efficiency, competence, and integrity to apply.

Candidates who meet the above requirements should submit applications to the HR & Admin Manager by e-mail attaching a detailed CV, scanned copies of academic & professional qualifications, current remuneration and three referees by **31st January 2024** to: recruitment@zep-re.com.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED