

THE COMPANY

Our client is a fully owned Namibian Architectural firm established in 2002 and provides a spectrum of unique architectural services including contract administration and interior design. For almost 10 years, our client has established a nation-wide reputation for excellence in the planning and design of large-scale innovative architectural designs with designs for office/ commercial developments, government, interior, hotels & lodges, airport constructions, town-house and residential developments. Widely recognized for its unique approach to design, it comprises of highly trained and deeply passionate individuals with vast experience in a wide array of project types, geographic locations, construction techniques and architectural styles. Our client prides itself in design solutions inspired by the regional vernacular and the sense of status inherent within each site, as well as its dedication to maintaining the highest standards of excellence on all its projects.

In order to meet the swelling demand for their services, our client is constantly in pursuit of dynamic, innovative, and creative individuals who are able to form an integral part of a team that aspires to promote excellence. If you are this vibrant and flexible individual who works well under pressure, this position will be ideal for you.

PERSONAL ASSISTANT

THE POSITION

The primary objective of this position is to provide executive administrative support to the company's Partners as well as general support on a collective basis to staff in general including diary and overseeing management of logistical demands. Furthermore, the successful incumbent will assume rudimentary bookkeeping functions by posting basic transactions and managing the petty cash as well as the company credit card. Responsible for the screening of phone calls, adequately managing enquiries/requests, formulating correspondence, taking dictation and minutes during meetings as well as manning the reception function for the entire office. The incumbent will also act as the point person for channeling client enquiries.

Key Focus Area

- **General Administration and ad hoc functions:** Aply handle administrative matters in general to assist management in obtaining files; information and to arrange meetings/appointments; screening telephone calls, enquiries and requests and handling them when appropriate; meeting and greeting visitors at all levels of seniority; dealing with incoming emails, faxes and post, formulating correspondence; recording dictation and minutes; devising and maintaining office systems, including data management and filing.
- **Liaison:** Confidently attend to client requests and act as the official channel for contact with relevant stakeholders; liaising with internal and external clients, suppliers and other staff and establish strong working relationships with colleagues with varying roles / responsibilities and of diverse backgrounds.
- **Filing:** Efficiently, handle all filing, establish and maintain a framework for systematic retrieval of data and ensuring a well structured and organized administrative makeup of the office in general.
- **Debtor's control:** Confidently establish a good working relationship with debtors and follow up debts in a very subtle but effective manner.
- **Bookkeeping:** Appropriately perform rudimentary bookkeeping functions and ensure that sound bookkeeping and accounting procedures are followed.
- **Petty Cash Management:** Vigilantly assume the overall responsibility of the office petty cash management function by guaranteeing that these funds are managed effectively at all times.
- **Planning and Organizing:** Effectively organize and plan in a manner that adequately allocates and divides time between various aspects of the work to ensure that sufficient support is given to the Partners and the general office; organizing and maintaining diaries / itineraries and scheduling appointments; orchestrating and attending meetings and ensuring managers/staff are timely informed.
- **Efficiency:** Comprehensively provide efficiency in administrating and orchestrating tasks ensuring that standards of excellence underscore the execution of these, specifically relating to administrative procedures and support provided on projects. In addition monitoring the flow of access to the Partners, at the same time creating the appropriate customer centred climate whilst securing the standing of a trusted aide.
- **Customer service:** Fervently safeguard customer satisfaction and deal with customer queries in a professional manner that will provide adequate assurance.
- **Maintenance of Office Equipment:** Guaranteeing efficient operation of all office equipment as well as reviewing new equipment systems that will enhance operations.
- **Stock control:** Adequately regulate office supplies by means of ensuring sufficient levels are available as and when needed and optimally utilized, i.e. stationary, office equipment etc.
- **General:** Duly offering a spectrum of support services to management and staff and or undertake other tasks reasonably requested by the partners.

THE PERSON

Minimum requirements

- A Diploma in Business Administration /Administration or a Secretarial qualification.
- A minimum of 5 years executive secretarial and or relevant secretarial administrative experience.
- Language skills: Should be fluent in English and Afrikaans and able to communicate with internal and external stakeholders in an unambiguous manner (verbal and written).
- Knowledge of Pastel Accounting package and elementary accounting experience would be an added advantage.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Good facilitation skills, high energy levels, tenacity and the ability to command respect from stakeholders and peers.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Sound knowledge of administrative systems and procedures.
- Good computer literacy, speed and accuracy are essential (can demonstrate the ability to use Microsoft word, excel and PowerPoint).
- Namibian Citizenship.

Competency requirements

- Adaptability - Demonstrate a willingness to be flexible, versatile and/or tolerant in a dynamic work environment while maintaining effectiveness and efficiency.
- Integrity - Moral, honest business decisions and behavior which is in line with the culture of the organization.
- Delivering Results - Effectively manages one's time and resources to ensure that objectives are achieved efficiently and on time.
- Proactive - Initiates methods in executing daily tasks more efficiently and adopts a pro-active approach to work in general and active in looking for ways to support others.
- Organizational Alertness - Able to emulate the style, corporate philosophy, and corporate persona of the organization.
- Self-assured - Must display confidence in him/ herself to be able to co-operate across departmental lines and resolve differences in the interest of efficient workflow.
- Excellence oriented - Committed to standards of excellence and continuous improvement.
- Ability to handle pressure - Can ably multi-task and maintain a cool deportment under pressure.
- Creativity - Introduce innovative ways to improve practices and to anticipate and alleviate potential problems.
- Quality Orientation - Meet/exceed own and others delivery standards and levels of quality. Showing concern for all aspects of the job, accurately checking the standard of processes/tasks.
- Empathetic - Aply empathize with people from a variety of social, economic and cultural backgrounds.
- Strong organizational skills with excellent attention to detail.
- Is reliable and accommodating.
- Problem-solving - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Able to work with routine and sometimes mundane tasks.
- Demonstrate excellent time management skills in order to cope with multiple demands coupled with proven administrative skills.

INTERESTED?

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **23 September 2011** and suitably qualified Namibians are encouraged to apply. We request that you e-mail your CV for the attention of **Ms. Nelao Shilongo** to nelao@potentia.com.na. **All applications will be handled exclusively by Potentia and all selected candidates will be required to undertake an assessment test.**

Note: Only electronically formatted CV's will be accepted.



POTENTIA

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