

# **KASIGAU RANCHING (DA) COMPANY LIMITED**

## **Office Assistant Position**

### **Terms of Reference**

#### **Part 1 – Position**

Office Assistant (Receptionist)

#### **Part 2 – Reports to**

Ranch Clerk

#### **Part 3 – Place of Employment**

The position is based in the Kasigau Ranch head office in Kasigau, Taita Taveta, Kenya. The incumbent may be required to travel for company engagement if required.

#### **Part 4 – Structural Position**

The Office Assistant is responsible and reports to the Ranch Clerk who will assign duties as appropriate, under the overall supervision of the Manager of Kasigau Ranch. The Office Assistant will cooperate with all personnel working in Kasigau Ranch, especially with the senior administrative and heads of departments.

#### **Part 5 – Basic Function of Position**

The Employee serves as the Receptionist of Kasigau Ranch with the responsibility for planning and executing all necessary front office functions.

#### **Part 6 – Major Duties and Responsibilities**

- Communicate verbally and in writing to answer inquiries by visitors and clients in a kind and respectful manner, offer necessary information, direct visitors and clients to their scheduled appointments.
- Answer all calls and direct them to the appropriate staff member.
- Make appointments with visitors and clients, confirm appointments and make appointment reminders as needed.
- Contribute to Kasigau Ranch's file management as well as monitoring and evaluation system in terms of collection, verification, database entry, and filing of data.
- Keep the reception and meeting room areas welcoming and tidy.
- Distribute all mails, memos and notices to the staff as directed by supervisor or Manager.
- Make copies of forms and leaflets kept at Reception.
- Monitor stock of office supplies

#### **Part 7 – Information / reporting**

The Office Assistant will submit the following information and reports to the Ranch Clerk:

- Weekly and Monthly office inventory
- Weekly and Monthly office supply request
- Correspondence, reports and documents

#### **Part 7 – Position Elements**

Supervision Received: Supervision by the Ranch Clerk.

Must be a fluent speaker and able or quick to interpret information.

Available Guidelines: Basic guidelines include the Kasigau Ranch Human Resource Policy and Procedure Manual, Property Use Manual, etc. There are also a variety of unwritten policies, precedents and practices.

Exercise of Judgement: Initiative and independent judgement is required by the incumbent in determining what needs to be done and the best working methods. Intensive co-ordination with the Kasigau Ranch members of staff is, however, essential. The incumbent should be versatile and flexible so as to quickly adapt to changing situations.

Authority to Make Commitments: As delegated by the Ranch Clerk.

Nature, Level and Purpose of Contacts: Required to deal personally with peers and colleagues from Kasigau Ranch and other partner organisations.

Supervision Exercised: the incumbent is responsible for daily coordination of the work of the front office.

Working hours and days: Monday to Friday from 08:00 to 17:30, Saturday from 8.30 to 12.30. May be required to work on weekends.

#### **Part 8 – Qualifications**

- Certificate in Receptionist, Customer Care, Secretarial or its equivalent
- At least one (1) years working experience in a similar position
- Must be computer proficient and detailed knowledge in Ms Word and Excel and Internet and Emails
- Fluent in Swahili and English
- Good organizational skills.
- Strong planning and execution skills.
- Detail-oriented.
- Excellent time management skills.

If you fulfil the above requirements, kindly forward your online application alongside your Curriculum Vitae to the Chairman on [director@kasigauranching.com](mailto:director@kasigauranching.com), Subject: Office Assistant Position, or submit hardcopies of the same at our head office not later than 17.30 of 31<sup>st</sup> January, 2022.

Only the shortlisted candidates will be contacted for interviews.