CEAC OUTSOURCING COMPANY LIMITED

Providing People Solutions that Work

CEAC Outsourcing Company Limited is currently seeking a qualified and experienced candidate to fill the position of **Executive Assistant** for our client, **The Students' Loan Bureau**.

QUALIFICATIONS

- Bachelor's Degree in Management or equivalent.
- Certified Administration Professional or equivalent (similar designation).
- Five (5) years' experience as an Administrative Assistant.

SPECIFIC KNOWLEDGE

- In-depth knowledge of Document and Records management processes.
- Proficiency in the use of software including Microsoft Word, Excel and PowerPoint

CORE COMPETENCIES

- Oral and Written Communication
- Customer and Quality Focus
- Planning and Organizing

RESPONSIBILITIES

Planning

- Contribute to the development of the Bureau's annual strategic planning process, resulting in the strategic plan and scorecard.
- Update, in conjunction with direct supervisor, own Job Accountability, ensuring alignment to the Bureau's cascaded strategic plan and scorecard.
- Develop, in conjunction with direct supervisor, own individual development plan arising from the performance review process.

Execution

- Provide strategic administrative support to the Executive Director in organizing workflow through scheduling, making necessary arrangements for meetings, visits and providing necessary follow- up procedures/activities, ensuring efficient workflow.
- Respond to incoming correspondence in order of priority for the Executive Director, ensuring timely and appropriate response.
- Maintain an up-to-date diary and schedule of events, ensuring the Executive Director is informed of upcoming events and meetings.

- Serve as the primary point of contact for the Executive Director, screening and managing phone calls, emails, and other correspondence. Communicate on behalf of the Executive Director as necessary and ensure timely responses to inquiries.
- Plan and coordinate meetings, conferences, and events, including arranging logistics, preparing agendas and refreshment and coordinating with participants. Facilitate meetings, take minutes, and follow up on action items.
- Perform administrative duties including the preparation and revision of correspondence, presentations, contracts, departmental documents/reports, filing and securing of sensitive documents, ensuring accuracy and confidentiality.
- Attend meetings, as required, and records proceedings for the preparation and circulation of minutes, ensuring accurate and timely minutes.
- Maintain an appropriate records management system that safeguards and ensures confidentiality in the Executive Office, ensuring confidentiality of sensitive information.
- Organize the activities of the Bearer/Driver with regard to pick-up and drop-off, ensuring timely transportation for the Executive Director.
- Assess reports, complaints and other incoming correspondence and prioritizes for the Executive Director's response, ensuring timely and appropriate response.
- Follow-up on delegated tasks by the Executive Director to ensure progress to deadlines, ensuring timely completion of tasks.
- Research information and prepares the resulting background data for the Executive Director's analysis and decision, ensuring relevant and accurate data is provided.
- Receive, open and sort the Executive Director's mail, ensuring the Director is aware of all incoming correspondence.
- Liaise with and aid the Board Members as deemed necessary, ensuring their needs are met in a timely and efficient manner.
- Prepare appeal letters for the Appeal Committee, ensuring that they are accurate, complete and compliant with all relevant policies and guidelines.
- Build and maintain relationships with key stakeholders, both internal and external to the organization. Serve as a liaison between the executive office and other departments, clients, partners, and vendors.
- Supervise and coordinate the activities of other administrative staff members, such as Administrative Assistants or support personnel. Provide guidance, training, and mentorship to enhance team performance.
- Identify opportunities for process improvement and efficiency enhancements in administrative workflows and procedures within the office of the Executive Director. Implement best practices and recommend solutions to streamline operations.

Monitoring and Reporting

- Contribute to the preparation of the SLB monthly performance report, attend and contribute to the monthly management meeting in discussing performance issues, ensuring there are diagnoses and corrective actions for any performance variances.

SALARY RANGE: $4,266,270 - $5,737,658

Apply: recruitment@slbja.com