



## **JOB TITLE: Internal Client Services - Front Office Assistant - Administration**

Deloitte Tanzania has an exciting opportunity for a suitably qualified individual to join our Internal Client Services - Administration department as a **Front Office Assistant**.

### **About the department**

Deloitte East Africa has a well versed Internal Client Services unit positioned to deliver outstanding value and services needed to achieve Deloitte's vision. It enables client facing staff to work more efficiently and effectively.

### **What impact will you make?**

At Deloitte we have a clear purpose, to make an impact that matters to our clients, our colleagues and our communities while you thrive in a dynamic culture of inclusion, collaboration and high performance. From professional development to leadership opportunities and career advancement, we empower our people to be their very best - because that's how you make an impact.

### **Main purpose of the job**

To deliver support on designated administrative tasks with a focus on accuracy and timeliness. To ensure timely and accurate reservation of the required air tickets and accommodation in line with the set Deloitte standards and procedures. Effectively managing of the front office area.

### **Job Description**

- Ensure professional outlook is maintained at the reception at all times;
- Receive clients and visitors (obtain all relevant information) and notify relevant department/staff members of their arrival;

- Ensure that the reception area and meeting rooms are kept tidy, presentable and secure at all times;
- Ensure all necessary publications are available at the reception;
- Receive clients and record incoming hand deliveries, sign for them and place in trays for dispatch by internal messengers;
- Prepare monthly costing of outgoing couriers for re-charging, and pass them to the Administration Assistant for checking and forwarding to the Finance department before the set deadline;
- Coordinate and establish priorities of urgent dispatches from all departments;
- Hold letters or cheques for collection by clients;
- Maintain security by following procedures, and controlling access via the reception desk, issuing badges to all visitors;
- Provide basic and accurate information in person and via phone/email;
- Arrange travels, transport and accommodations as requested;
- Prepare LPOs;
- Perform any other duties as assigned to you from time to time.

### Qualifications

- Bachelors' degree in Business and Management or related field;
- Diploma in Office Management;
- A minimum of 2 – 3 years working experience;
- Proven experience as Front Office representative;
- Familiarity with office machines (i.e. printers, etc.);
- Knowledge of Office Management;
- Proficient in English (Oral and Written);
- Excellent knowledge of MS Office (especially MS Excel and Word);
- Strong communication and people skills;
- Good organizational and multi-tasking abilities;
- Ability to work independently;
- Customer Service Orientation;
- Good problem solving skills;
- Be a Tanzanian Citizen.

### Additional Information

#### **Your role as a leader**

At Deloitte we believe in the importance of leadership at all levels. We expect our people to embrace and live our purpose by challenging themselves to identify issues that are most important for our clients, our people, and for society and make an impact that matters.

#### **Leadership Capabilities**

**Living our Purpose** - Builds own understanding of our purpose and values; explores opportunities for impact.

**Influence** - Actively focuses on developing effective communication and relationship-building skills.

**Performance drive** - Understands expectations and demonstrates personal accountability for keeping performance on track.

**Talent development** - Demonstrates strong commitment to personal learning and development; acts as a brand ambassador.

**Please note that candidates that do not attach their CV and Certificates will not be considered.**

*We are an equal opportunity employer and do not ask individuals to pay any fees or money as part of the recruitment process.*

**Closing date: 26 June 2022**

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