



JOB TITLE:	Remote Personal Assistant (Part Time / 20hours per week)
REPORTS TO:	Founder
OVERALL PURPOSE:	The role provides critical support to the executive, as necessary. The role undertakes administrative functions to ensure that the executive's work in business development and operations are carried out effectively and efficiently.
ABOUT BAWONI:	<p>Bawoni is a customer experience agency that is dedicated to customer experience development in businesses across Africa. Bawoni's core mission is to provide holistic, transformative and accessible customer experience support and resources to businesses.</p> <p>Bawoni was set up in May 2016 and has slowly built a reputation across various industries as a top choice when it comes to customer service and customer experience development. Our core services are customer experience & customer service training, resource development and strategy.</p> <p>This is a remote post but still requires the provision of crucial support to the organisation to ensure the effective operations of business at a time of expansion into new industries and countries.</p>

KEY RESPONSIBILITIES:

1. Act as executive's point of contact, analyzing and actioning requests in order to prioritize urgent and often sensitive matters, and taking decisive action to facilitate the optimal use of the executive's time
2. Manage the executive's diary appointments, records and correspondence, proactively scheduling, organising and prioritizing meetings and providing support to facilitate the smooth operation of the business activities.
3. Manage, prepare and review high level complex communications and ensuring timeliness and accuracy to support the achievement of business requirements.
4. Research, analyze, collate and provide reports to the team to support informed decision-making and planning.
5. Support Executive to prepare information for presentations, media interviews etc.
6. Preparing client project proposals and other new business proposals



7. Undertaking client work as required to meet the needs of the business
8. Preparing and managing client contracts/agreements
9. Developing effective systems with the executive to track action items
10. Assist with the logistics and organisation of all on-site and digital trainings
11. Development and management of social media content

12. Administration of Bawoni's customer relations management tool
13. Take meetings on behalf of executive, if necessary
14. Negotiating and re-prioritizing own and the executive's schedule, given expected heavy workloads, tight deadlines, and conflicting high-level commitments and priorities.
15. Coordinating submission of expense claims for executive
16. Managing office stationery and supplies
17. Ensure executive has all he/she needs to execute responsibilities
18. Any other tasks that will be assigned by the executive

Key Skills:

- **Organization:** You will be managing multiple and competing priorities, so strong time management skills are required.
- **Project Management:** You will work closely with the executive in supporting strategic initiatives, so experience in project management is a plus.
- **Critical Thinking:** You should be able to quickly assess the criticality of issues to prioritize topics and support this executive in identifying matters requiring immediate attention. You should be detail oriented and a problem solver.
- **Communication:** You will communicate with individuals across all cultures and levels of organisations, both verbally and in writing. The ability to maintain an upbeat, consistent and professional demeanor in all communication is critical.
- **Interpersonal Skills:** Maintaining positive working relationships, both inside and outside of Bawoni is critical to your success. The ability to build and maintain trusted relationships is key.
- **Integrity:** Working with this Executive means you will frequently encounter sensitive materials. Your ability to handle these matters confidentially is a must.

Education & Experience

- Bachelor's degree in Business Administration, Communication preferred.
- Social Media Savvy - Facebook, Twitter, Instagram, Pinterest
- Solid working knowledge of software and office communication tools
 - Google Workspace
 - Microsoft Office - Especially Powerpoint and Excel

- Social Media Management tools- Hootsuite, Later, Planoly, Canva
- Digital/Virtual Communication/Meeting tools - Zoom, Webinar Software
- Customer Relationship Management Software - Hubspot, Mailchimp, Pipedrive

Additional Comments:

- **This role will be 60% Remote (Due to COVID-19), 40% working directly with Founder**
- **A workspace will be provided in the case that you need a place to work from**
- **Must own a personal laptop**