



CAREER OPPORTUNITY

Job Title:	Receptionist/ Client Service Officer	Job Type:	Full time/Permanent
Department:	Operations	Ref. No:	FC-05-2015
Experience:	Minimum 2 years in a similar position and busy environment	Location:	Nairobi, Kenya

Fusion Capital Limited is a Real Estate Developer and Private Equity firm designed around the needs of local businesses in the emerging economies of East and Central Africa. We operate from Kenya, Rwanda and the United Kingdom.

An exciting opportunity has arisen for a competent, highly motivated officer to fill the position of **Receptionist/ Client Service Officer** at our Kenya office.

Purpose of the Job

Responsible for handling front office reception and administration duties.

Roles and Responsibilities include:

Reception Duties

- Receiving and directing Visitors/Clients
- Managing the switchboard
- Respond promptly to customer inquiries (physically, on telephone and email)
- Handle and resolve customer complaints; ensure issue is resolved to customer's satisfaction. Refer any complex requests and unresolved issues to the supervisor/HOD
- Obtain and evaluate all relevant information to handle product and service inquiries, seek clarification, guidance where required.
- Follow up on customer requests for information.
- provide feedback on the efficiency of the customer service process
- Contribute to a positive & energetic environment at the reception

Administrative Duties

- Providing general administrative support to the organization.
- Assist the support staff in some duties e.g. preparing/serving refreshments and cleaning.
- Responsible for the security and cleanliness of the office premises.
- Handle local and international correspondence (Incoming and outgoing mail)
- Other secretarial, personal assistant and administrative duties as may be required from time to time.
- Perform any other duties/tasks as may be assigned from time to time.

The successful candidate will have:

1. College diploma or vocational training certificate in customer care/Front office management/ Secretarial/Business administration.

2. Product Knowledge
3. Ability to inform others and share information in a timely manner
4. Analytical skills
5. Decision making skills
6. Excellent verbal Communication (Eloquent speaker),
7. Good reporting Skills
8. Customer Focus
9. Ability to multi-task and work with minimal supervision.
10. Experience in a similar position in a busy environment highly desirable.

How to Apply:

To be considered, you will be required to send:

- a) Your current **Curriculum Vitae** clearly indicating your current and expected salary to careers@fusiongroupafrica.com with the reference number FC-05-2015 clearly indicated on the subject line.

Closing Date for Applications: 31st January 2016