SOUTH AFRICA JOB DESCRIPTION

OFFICE MANAGER

Our Company Vision:

Job Grade:
Salary Level: R20,000 to R25,000 NEGOTIABLE
Employment Equity: Skilled Management/Japanese Speaking (Adv)
Position in Organisation: Direct Report 1st Level: Administrator
Direct Report 2nd Level: Cleaner
Line Manager 1st Level: CEO Mr Okunaka
Line Manager 2nd Level: GM SA Mr Takayama

Liaise with Internally: CEO (Africa)-Mr. Okunaka, GM SA - Mr Takayama
Liaise with Externally: Customers, Banks, SARS, Agencies, Suppliers, Distributors, Stockists, Brokers, Labour Consultants and Legal Representatives.

Special Requirements: Some travel required. Overtime when necessary. Flexibility and attention to detail. High code of business ethics. Objectivity and a High level of confidentiality and loyalty.

Parameters of the Job: Confidentiality. Purchase orders for flights, accommodation and car hire and all external procurement. Ordering of groceries, office supplies and stationary. Operate within specified budgets and utilisation of purchase orders. Compilation and submission of weekly, monthly statistic sales reports

Deadlines in the Job: Agendas and minutes prior and post meetings. Travel requirements timeously. Equity and Skills report within specified time periods. Managing CEO Calendar and task Management.

Planning required in the Job: Strategic Planning and Cycle planning. Travel Ittenaries and CEO Diary Management.

Job Specifications: Formal Education: Grade 12, Secretarial Diploma, Office Management Diploma. HR Qualifications (adv)
Experience: 5-10 years experience


KEY PERFORMANCE AREAS:

1. To provide personal assistance to the CEO Africa timeously and accurately.
2. To assist and oversee all Human Resources requirements and administration for the organisation.
3. To effectively and efficiently manage the office environment in all regions.
4. To effectively lead, manage and guide staff reporting to the position.
5. To execute and manage all Senior Management travel requirements and to assist with any other tasks allocated.
6. To compile and submit sales reports weekly and monthly
7. Company Culture – To embrace the ethos of the Company, be considered a team player and to treat fellow colleagues with respect.
### KEY PERFORMANCE AREAS (1)

<table>
<thead>
<tr>
<th>KEY PERFORMANCE INDICATORS</th>
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<td>• Weekly status report and effective execution of tasks.</td>
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<td>• Agenda’s submitted to the Directors at least 48 hours before meetings.</td>
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<td>• Accurate and thorough minutes within 24 hours of the meeting held.</td>
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<td>• Timeous and accurate submission of Sales report.</td>
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<td>• Return all customer/external messages or emails within the working day they are received.</td>
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<td>• Ensure all meeting packs are prepared correctly and sent out at least 72 hours before meetings.</td>
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### FUNCTIONAL DETAIL

<table>
<thead>
<tr>
<th>TO PROVIDE PERSONAL ASSISTANCE TO THE CEO TIMEOUSLY AND ACCURATELY.</th>
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<tr>
<td>• To manage, coordinate and schedule all meetings, appointments and functions for the CEO timeously and accurately and to provide the CEO with hard copies weekly and when updated.</td>
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<td>• To schedule all Performance on Tracks, 3 month reviews and Performance appraisals with the CEO and respective Manco and staff, as well as preparation time for all.</td>
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<td>• Ensure the CEO has time allocated for follow up and action steps for all meetings.</td>
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<td>• To assist the CEO with all required internal and external communication and preparation for meetings.</td>
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<td>• To assist the CEO with all personal requirements.</td>
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<td>• To ensure all business and personal documentation is filed timeously and accurately and kept current.</td>
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<td>• Accurate and proficient typing of correspondence - letters, faxes, reports, emails.</td>
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<td>• Assist with compilation of presentations.</td>
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<td>• To assist with International liaison.</td>
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<td>• To assist with all customer queries that comes through for the CEO within the working day.</td>
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<td>• To handle all calls for the CEO and relay messages where applicable within the working day.</td>
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### KEY PERFORMANCE AREA (2)

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<th>TO ASSIST AND OVERSEE ALL HUMAN RESOURCES REQUIREMENTS AND ADMINISTRATION FOR THE ORGANISATION.</th>
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<td>• Timely submission of HR leave schedules, sick leave and family responsibility leave</td>
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<td>• Ensuring all recruitment is in line with legal and Company HR Policy</td>
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<tr>
<td>• Accurate and current documentation for all HR related functions on file.</td>
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<tr>
<td>• Comprehensive and accurate submission of equity and skills reports and follow through on paybacks where due. ((In conjunction with HR Consultants))</td>
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**FUNCTIONAL DETAIL**

### HR DOCUMENTATION
- Update policies and procedures when required.
- Facilitation of new procedures and communication to the company when required with documented memos.
- Update job descriptions when required and facilitate changes to staff where applicable.
- Accurate and timeous administration of Skills Report on behalf of the company and follow up on claim submitted.
- Accurate and timeous administration of Equity Report on behalf of the company.
- Facilitation of grievance procedures, exit interviews, employees absconding etc.
- Liaise and consult with Labour Consultants to ensure all HR related documents are current and in line with South Africa legislation.
- Ensure all HR Protocols are observed, understood and implemented by all staff.

### RECRUITMENT & INDUCTION
- Management of recruitment services to include signed recruitment policies by outsourced companies.
- Coordinate all recruitment of new employees.
- Creation of new employee packs and ensure all documents are signed and kept current in employee’s files.
- Contracts for new employees and updated contracts for permanent staff – reminders to Department Heads at least two weeks before.
- To coordinate and manage new employee induction.
- To ensure new staff have necessary equipment, stationary and security tags.

### EMPLOYEE HR REQUIREMENTS
- Facilitation of staff Medical Aid requirements.
- Facilitation of Risk Fund Administration for new employees.
- Facilitation of Retirement Annuities for staff.
- Capturing and monitoring of all staff leave. Recording of staff leave on staff movement calendar and ensure appropriate authorisation and adequate planning for leave times.
- To ensure all training, travel, documentation etc are signed for.

### KEY PERFORMANCE AREA (3)

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<th>TO EFFECTIVELY AND EFFICIENTLY MANAGE THE OFFICE ENVIRONMENT IN ALL REGIONS.</th>
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<td><strong>KEY PERFORMANCE INDICATORS</strong></td>
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<tr>
<td>• Optimally functioning IT and communication systems.</td>
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<td>• Departmental Budget controlled and managed effectively in line with Company sales performance.</td>
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<td>• Successful compliance with all equity requirements for each office.</td>
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<td>• Organisation of all Company events and functions.</td>
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### OFFICE MANAGEMENT
- Create, manage and control Departmental Budget for HR and Office.
- Report monthly on any variation to Departmental budget.
- Assist with proofing of documents.
- Logging of all IT complaints and issues and coordination
- Ordering and control of office stationary and office supplies.
### FUNCTIONAL DETAIL

- Coordination and accurate record keeping of office layout changes and coordination of all office maintenance.
- Handling of all equipment maintenance.
- Handling of all telecommunications maintenance.

### TRIBAL GATHERINGS

- Source 3 quotes for venues and book at least 3 months prior to the event.
- Organise food, drink and equipment.
- Manage itinerary with all employees and Directors
- Ensure all presentations are coordinated.
- Flights, accommodation, car hire for all staff.
- Organisation of birthday gifts and cards for staff.
- Have all expenses/services/consultations approved by the CEO where not outlined in present budgets.

### FUNCTIONAL DETAIL

- Well planned and executed Departmental meetings utilising agenda and minutes for effective follow up of action points and accomplishment of meeting objectives.
- Travel arrangements planned and coordinated proficiently in advance of trips at least one month prior and within set travel budgets.
- Timeous and accurate submission of comprehensive meeting packs.

### MANCO ASSISTANCE

- To schedule all Functional Strategy and other Meetings.
- To ensure accurate and timeous recording and dissemination of minutes at all level meetings.
- To schedule departmental meetings when required with the CEO and ensure Agenda’s 3 days prior.
- Carry out all and/or any activities requested by Management timeously.
- To ensure all reports are submitted timeously to the CEO.

### TRAVEL

- Book air tickets via Travel Company and/or internet for Senior Management.
- Check all details of flight times, routing etc. to ensure well planned.
- Update airline loyalty points and ensure all flights booked using loyalty numbers to accrue optimal points.
- Source 3 quotes for all air tickets and have international flights signed off by the CEO/Financial Director.
- Hire cars - category B for Senior Management
- Book accommodation for Senior Management

### FUNCTIONAL DETAILS CONTINUED

- Assist with visa applications in advance to ensure in time for travel.
- Ensure all arrangements and external purchases are recorded in the purchase order book and in line with set company budgets.

### COMPANY CULTURE – EMBRACES THE ETHOS OF THE COMPANY, IS CONSIDERED A TEAM PLAYER AND TREATS FELLOW COLLEAGUES WITH RESPECT.

#### KEY PERFORMANCE INDICATORS

- Show a commitment to the Company’s goals
- Comply with the Company’s code of conduct.
- Show initiative.
- Be perceived as a team player.
- Go the extra mile and show dedication.
- Show enthusiasm.
- Treat fellow colleagues with respect and dignity.
- Show problem solving ability – be able to deal with a crisis.
- Behave in a manner which enhances the Company’s image and reputation.
- Meet deadlines and show accuracy and quality of work.
To work effectively with co-workers, customers and others by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical business solutions; addressing others by name, title or other respectful identifier, and; respecting the diversity of our work force in actions, words and deeds.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty accurately and timeously. The requirements listed below are representative of the knowledge, skill and/or ability required. Good interpersonal skills and a team player attitude as position this requires frequent interaction with other departments and clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above typical duties are characteristic of this job and demonstrate a level of difficulty and are not intended to list or limit the duties which may be required or assigned to employees in the classification.

**OTHER SKILLS and ABILITIES;**
- Grade 12
- Secretarial Diploma (advantageous)
- HR Diploma (advantageous)
- Computer literate and highly proficient MS packages
- Strong verbal and written communication skills
- Excellent interpersonal and relationship building skills
- Ability to mobilize resources to achieve deliverables
- Ability to handle pressure and meet deadlines
- Tact, diplomacy and objectivity.
- Must be a team player and have the ability to multi-task
- Detail oriented
- Self starter with strong organizational skills
- Interpersonal and teambuilding skills required
- Organized with time management skills