



EAIC JOB DESCRIPTIONS JULY 2023 ADVERT

VACANCIES OPEN TO APPLICANTS FROM - KENYA-TANZANIA-UGANDA-RWANDA - BURUNDI-SOUTH SUDAN-SOMALIA & ALL EAC PARTNER STATE COUNTRIES

DIRECTOR FINANCE & PLANNING EAIC GRADE 2

RESPONSIBILITIES:

- Oversee the financial strategic planning of EAIC by evaluating its performance and potential risks.
- Perform regular financial analysis of EAIC.
- Develop budgets that meet the requirements of EAIC departments.
- Establish targets and manage all accounting and finance employees including management accountants and internal auditors.
- Supervise all audit and internal control processes.
- Prepare detailed reports on EAIC financial performance.
- Guarantee compliance with EAIC financial laws and guidelines.
- Recognize patterns in company spending, revenue, and recommend solutions to any problem areas.
- Coordinate with external financial entities on behalf of the EAIC.

REQUIREMENTS:

- Bachelor's degree in accounting, finance, or relevant field.
- A minimum of 8 years' experience in financial management.
- In-depth knowledge of accounting software, corporate principals, and financial analysis.
- Excellent communication and interpersonal abilities.
- An analytical mind with good organizational skills.
- Outstanding leadership skills.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of financial-related laws and regulations.

- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn the organization's finance management systems.

DIRECTOR HUMAN RESOURCE & ADMINISTRATION EAIC GRADE 2

RESPONSIBILITIES:

- Collaborates with senior leadership to understand the EAIC goals and strategy related to staffing, recruiting, and retention.
- Plans, leads, develops, coordinates, and implements policies, processes, training, initiatives, and surveys to support the EAIC's human resource compliance and strategy needs.
- Administers or oversees the EAIC administration of human resource programs including, but not limited to, compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
- Identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management.
- Conducts EAIC research and analysis of organizational trends including review of reports and metrics from the organization's human resource information system (HRIS) or talent management system.
- Monitors and ensures the EAIC compliance with partner, states, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources to the council.
- Develops and implements EAIC departmental budget.
- Facilitates EAIC professional development, training, and certification activities for HR staff.
- Performs other duties as required.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of employment-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.

- Proficiency with or the ability to quickly learn the organization's HRIS and talent management systems.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Human Resources, Business Administration, or related field required;
- Master's degree preferred but not mandatory.
- At least eight 8 years of human resource management experience required.

DIRECTOR CUSTOMER SERVICE EAIC GRADE 2:

RESPONSIBILITIES:

- Build strong relationships with customers for new business development opportunities.
- Manage hiring, training, retention and performance of the customer service team.
- Ensure compliance with regulatory requirements impacting customer care function.
- Develop customer incentive and retention programs to ensure customer loyalty.
- Coordinate with supply chain personnel, distributors and sales associates to improve customer service and business productivity.
- Develop procedures and policies for better handling of customer correspondence and customer complaints.
- Develop EAIC strategies to increase the quality and efficiency of support to customers.
- Monitor EAIC business and process metrics to measure and manage customer service effectiveness.
- Ensure all customer inquiries are handled in accurate and timely fashion.
- Oversee and maintain call center operations including its staff and statistics.
- Collaborate with sales and marketing team to maximize revenues and customer loyalty.
- Maintain in-depth working knowledge of the company's brands, systems and processes.
- Schedule meetings with the internal teams to discuss and resolve customer service failures/customer concerns on time.
- Monitor and respond to EAIC consumer-initiated Internet blogs and websites.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Social Sciences, Business Administration, or related field required;
- Master's degree preferred but not mandatory.
- At least seven 7 years of customer care experience required.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

- Ability to adapt to the needs of the organization and employees.
- Ability to prioritize tasks and to delegate them when appropriate.
- Thorough knowledge of customer care-related laws and regulations.
- Proficient with Microsoft Office Suite or related software.
- Proficiency with or the ability to quickly learn the organization's CRM management systems.

MANAGER AUDIT AND COMPLIANCE EAIC GRADE 4:

RESPONSIBILITIES:

- Plan and perform operational and financial audits
- Identify EAIC business process risks
- Develop EAIC testing methodologies to evaluate the adequacy of controls
- Document the results of EAIC audit evaluations
- Develop recommendations and reports based on audits and presenting these ideas to senior management
- Formulate professional development and educational plans for junior staff members
- Plan and allocate resources and individuals in accordance with skills and schedules

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Finance, Economics, Business Administration, or related field required;
- At least five years in Audit experience required.
- In-depth knowledge of accounting /audit software, corporate principals, and financial analysis.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

MANAGER HUMAN RESOURCE & ADMINISTRATION EAIC GRADE 4 -RE ADVERTISEMENT

RESPONSIBILITIES:

- Consistently recruiting EAIC excellent staff.
- Maintaining a smooth onboarding process.
- Training, counseling, and coaching our staff.
- Resolving EAIC conflicts through positive and professional mediation.
- Carrying out EAIC necessary administrative duties.
- Conducting EAIC performance and wage reviews.
- Developing clear policies and ensuring policy awareness.

- Creating clear and concise reports.
- Giving helpful and engaging presentations.
- Maintaining and reporting on workplace health and safety compliance.
- Handling EAIC workplace investigations, disciplinary, and termination procedures.
- Maintaining employee and workplace privacy.
- Leading a team of junior human resource employees.

EDUCATION & EXPERIENCE

- Bachelor's degree in human resources management or equivalent.
- 5 Year experience in human resources or related field.
- Ability to build and maintain positive relationships with colleagues.
- Experience in educating and coaching staff.
- Experience in conflict resolution, disciplinary processes, and workplace investigations.
- Experience in following and maintaining workplace privacy.
- Ability to give presentations.
- Knowledge of relevant health and safety laws.
- Experience using computers for a variety of tasks.
- Competency in Microsoft applications including Word, Excel, and Outlook.

RECORDS MANAGEMENT OFFICER EAIC GRADE 6:

RESPONSIBILITIES:

- Devising and implementing EAIC records management policies and systems to ensure that data is accurate, stored securely for the correct amount of time, accessible to the correct people and disposed of in line with legal requirements
- Dealing with enquiries and requests for information, including queries from organizational leaders needing data to make large-scale decisions
- Ensuring that financial, legal and administrative requirements and regulations are complied with.
- Classifying and indexing records
- Writing reports and publications
- Destroying or archiving data/records according to relevant regulations.
- Training EAIC staff who need access or have responsibility for maintaining records
- Keeping up to date with EAIC legal requirements on data storage and protection.

EDUCATION & EXPERIENCE

- Bachelor's degree in Information Sciences, Records management, Library Sciences, Archives & Records Management or equivalent.
- 3 Years experience in records management, information science or related field.
- Ability to build and maintain positive relationships with colleagues.
- Experience in educating and coaching staff on records management,
- Experience in following and maintaining workplace records management privacy.
- Ability to give presentations in records management.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.

- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

LIBRARIAN EAIC GRADE 6:

RESPONSIBILITIES:

- Collecting and cataloging library resources including books, films, and publications.
- Helping EAIC stakeholders locate reference and leisure reading materials.
- Maintaining library records and ensuring they are up to date.
- Performing regular audits of the information and inventory on file.
- Educating patrons on how to properly search for information using the library databases.
- Managing budgeting, planning, and employee activities.
- Overseeing the check-out process for books and other resource materials.
- Organizing and hosting book sales, author signings, and other reading events.
- Clarifying the use of library amenities and providing information about library policies.
- Ensuring the library meets the needs of precise groups of its users, including postgraduate students and disabled students.

EDUCATION & EXPERIENCE

- Bachelor's degree in Library Science, Information Science, Records Management is preferred.
- A minimum of 4 years' experience working in a public or private library.
- Excellent IT skills and knowledge of library databases.
- Outstanding organizational and interpersonal communication skills.
- Experience in educating and coaching staff on library management,
- Experience in following and maintaining workplace library management privacy.
- Ability to give presentations in library management.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

KNOWLEDGE MANAGEMENT OFFICER EAIC GRADE 6

RESPONSIBILITIES:

- Help to deploy EAIC knowledge and information management strategies that support business objectives:
- Ensuring that the local KM processes are aligned with the worldwide EAIC policies
- Acting as a relay for EAIC implementation of global KM initiatives

- Advise and promote the management and appropriate sharing of internally generated information in specific competencies, service lines and industries:
- Coordinating a network of knowledge coordinators
- Increasing the availability of local content at local & international levels
- Maintenance of EAIC Consulting pages on the local Intranet
- Produce guidance and train on working with knowledge, information and data:
- Supporting the KM roadmap and promoting the knowledge sharing culture through regular trainings and innovative actions
- Facilitate knowledge sharing and assist with research
- Helping EAIC practitioners conduct information retrieval in online business databases
- Conducting online researches on companies to provide EAIC with filtered press articles in the format of newsletters
- Managing subscriptions to online & offline publications (circulation through the practice; follow up of renewal/cancellation and invoices)

EDUCATION & EXPERIENCE

- Bachelor's degree in Library Science, Information Science, Records Management is preferred.
- A minimum of 4 years' experience working in an Information Center.
- Excellent IT skills and knowledge of knowledge management databases.
- Outstanding organizational and interpersonal communication skills.
- Experience in educating and coaching staff in knowledge management,
- Ability to give presentations in knowledge management.

REQUIRED SKILLS/ABILITIES:

- Excellent verbal and written communication skills.
- Excellent interpersonal and negotiation skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.

EXECUTIVE DRIVER EAIC GRADE 8

RESPONSIBILITIES:

- Carry out daily maintenance checks on vehicles. Ensuring all vehicles are roadworthy before starting on their journey including tyres, petrol, oil and lubricants.
- Drive authorized passengers to meetings and functions in and around EAIC Countries.
- Ensure passenger safety by ensuring that they wear their seat belts at all times.
- Provision of inputs to preparation of the vehicle maintenance plans and reports
- Ensure vehicles are serviced at the stated mileage and all details documented in the Logbook
- Submit all purchase receipts and ensure that any mechanical faults are reported to the company.
- Maintain in contact with the office by using the existing radio/communication system

- Maintain a high degree of confidentiality and discreteness in discussions and travels involving the nature of the role, passengers and destinations
- Ensuring the safety and security of passengers and vehicle in your care.
- Accurately complete journey record sheets for all journeys in official vehicles

EDUCATION & EXPERIENCE:

- A valid driving license class ABCE. /EAC Equivalent
- Excellent driving skills
- Above 5 years' experience as an executive driver
- Basic mechanical knowledge will be an added advantage.
- Good knowledge of EAC local city roads, locations of government offices and main roads to EAC Countries
- Knowledge of driving rules and regulations, chauffeur protocol and courtesies, and local roads and conditions.
- Professional appearance
- Strong customer service skills
- Fluent in English and Swahili
- Professional appearance and punctuality
- Strong customer service, customer experience to make a timely and detailed response.

INTERNSHIP OPPORTUNITIES:

ICT DEPARTMENT	Bachelor's Degree or (University Completion Letter) in ICT
PROCUREMENT DEPARTMENT	Bachelor's Degree or (University Completion Letter) in Procurement.
HUMAN RESOURCE & ADMINISTRATION DEPARTMENT	Bachelor's Degree or (University Completion Letter) in HR.
RECORDS MANAGEMENT DEPARTMENT	Bachelor's Degree or (University Completion Letter) in Records.

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