



INSTITUTE OF CERTIFIED PUBLIC ACCOUNTANTS OF UGANDA

VACANCY ANNOUNCEMENT

ICPAU is the national professional accountancy body in Uganda, established by The Accountants Act in 1992. It has the legal mandate to regulate and maintain the Standard of Accountancy in Uganda; to prescribe and regulate the conduct of accountants and practising accountants in Uganda; as well as conduct professional accountancy examinations in Uganda.

ICPAU seeks to recruit dynamic, visionary, courteous, self-driven, energetic, team players and committed individuals of high integrity who can bring expertise in their fields. The ideal candidates should:

- Have a good command of the English language (both spoken and written).
- Have excellent communication and computer skills.
- Have good interpersonal skills.
- Have analytical and problem-solving skills.
- Be creative, innovative, adaptable and have a passion for quality.

1. ASSISTANT RELATIONS OFFICER (Front Office) (1 POSITION) ARO/01/01/2022

Reports to: Head of Contact Management

Role Location: Kampala

Role, Purpose & Context:

The job holder is responsible for the provision of high-quality front desk service to all ICPAU clients and building positive relationships with clients.

Key Responsibilities:

1. Handles telecommunications, enquiries and guests in a courteous manner.
2. Cordially receives and attends to or directs guests.
3. Sorts and routes mail.
4. Promotes the Institute's image and brand.
5. Builds and manages relationships with the Institute's stakeholders and ensures that the highest levels of customer satisfaction are met.
6. Provides a first point resolution service to stakeholders in a professional manner.
7. Maintains a tidy and professional front office area.
8. Performs secretarial work and stores records.
9. Provides administrative support as assigned.
10. Carries out any other duties as assigned by the Head of Contact Management.

Qualifications, Experience & Personal Attributes needed to meet the demands of the role (Required/desired):

Qualifications:

1. University Degree

Experience:

1. At least three years of relevant experience.
2. Customer service experience.

Personal attributes

1. Excellent communication and influencing skills.
2. Previous customer service experience in a professional environment.
3. Good problem-solving and analytical skills.
4. An understanding of how your Institute works.
5. A good grasp of new technology and how to use information systems and archives.
6. Highly organised, logical and methodical approach to work.
7. Accuracy and attention to detail.
8. Ability to apply knowledge and sound judgment.
9. Positive attitude, encouraging and supporting others.

Competency:

Competency Levels:

- | | |
|--------------------------------|-----|
| 1. Analysing and interpreting | III |
| 2. Organisation awareness | III |
| 3. Supporting and co-operating | II |
| 4. Interacting and presenting | III |

Terms of Appointment: Contract (3 years renewable).

HOW TO APPLY: Interested applicants should write to the address below describing how they qualify for the position by **FRIDAY 08 JULY 2022**, quoting the Job Reference Number above. Only selected candidates will be contacted.

Your application should include a detailed curriculum vitae, copies of certificates and functioning telephone numbers/e-mail addresses. Send your application with all the necessary documents quoting the job reference number to the address below.

Secretary/CEO,
Institute of Certified Public Accountants of Uganda,
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P. O. Box 12464, Kampala, Uganda
Email: recruitment@icpau.co.ug
Website: www.icpau.co.ug