



1. IDENTIFICATION	
JOB TITLE	Administrative/Marketing Assistant
DIRECTORATE/UNIT	Short Courses Unit
PHYSICAL LOCATION	Amref Health Africa, Headquarters, Nairobi
PERIOD	6 months

2. JOB OBJECTIVE

To Support the Short Courses Unit in identifying new business, manage the unit student data system, Customer relationship management and Management of finance of the unit (invoicing, receipting and reconciliation)

3. REPORTING RELATIONSHIP

The Administrative/Marketing Intern will directly report to the Regional Manager, Training

4. RESPONSIBILITY

1. Providing administrative and logistical support to Short Courses unit
2. Assisting in rolling out a marketing plan for the period 2017 to be able to reach the targeted group as planned
3. Assist with analysis of the evaluations of the trainings for short courses Current/ past years for assessment of need for curricula reviews and general improvement of content and mode of delivery
4. Assist with financial/debtors analysis in collaboration with the finance office to streamline the income/expenditure analysis for ease of reporting
5. Providing timely, comprehensive and conclusive customer responses through emails and phone calls.
6. Provide general office administration duties

7. QUALIFICATIONS

- A University degree in Marketing/Business Administration
- Experience in customer care management, marketing and data entry

8. COMPETENCES

- Strong interpersonal skills
- Exceptional communication skills
- Able to deliver quality work within tight deadlines with minimal supervision;
- Hard working and results oriented
- Ability to make valuable decisions for the benefit of the unit