



Job Ref. No. JAML047

Position: RETAIL ADMINISTRATION OFFICER

Jubilee Asset Management Limited (JAML) is a premier Asset Manager that offers differentiated investment products and solutions across core assets, alternative assets and across all market cycles. Our clients include institutions, high net worth individuals (HNWI) and retail clients. Our differentiated investments products and solutions include Insurance Fund Management, [Segregated Portfolio Management](https://jubileeinsurance.com/ke/asset-management/), [Unit Trusts](https://jubileeinsurance.com/ke/asset-management/), Alternative Investments, Offshore Investments and Structured Investment Products. For more information, visit <https://jubileeinsurance.com/ke/asset-management/>.

We currently have an exciting career opportunity for **Retail Administration Officer** within **Jubilee Asset Management Limited**. The position holder will report to the **Business Development Manager – Retail Distribution** and will be based in Mombasa

Role Purpose

The Retail Administration Officer will provide essential administrative and operational support to ensure the smooth functioning of the Mombasa branch's retail operations. The role involves onboarding Dedicated Financial Advisors (DFAs), managing branch inventories, assisting walk-in clients, and maintaining accurate data for commission payments. The role holder will play a key role in enhancing operational efficiency and supporting the branch's retail distribution objectives.

Main Responsibilities

1. Operational Efficiency

- Identify opportunities to streamline administrative processes and improve workflow within the branch.
- Support the Branch Manager in implementing strategies to enhance retail operations and advisor productivity.
- Leverage digital tools to improve data management and client service delivery.

2. Reporting & Record-Keeping

- Prepare periodic reports on inventory status, advisor onboarding progress, and client interactions for review by the Branch Manager.
- Ensure all administrative records comply with company policies and regulatory requirements.
- Provide data-driven insights to support decision-making and operational planning.

3. Advisor Onboarding & Support

- Facilitate the onboarding process for Dedicated Financial Advisors (DFAs), ensuring all required documentation is completed accurately and submitted on time.

- Provide ongoing administrative support to DFAs and Independent Financial Advisors (IFAs), addressing their operational needs and queries.
- Coordinate training schedules and resources for new advisors in collaboration with the Unit Manager.

4. Branch Inventory Management

- Maintain and track branch assets, office supplies, and promotional materials, ensuring availability for daily operations.
- Conduct regular inventory audits and ensure timely replenishment of essential materials.
- Report shortages or discrepancies to the Branch Manager and recommend solutions to maintain stock levels.

5. Client Assistance & Customer Service

- Serve as the first point of contact for walk-in clients, providing clear and accurate information on unit trust products and other retail offerings.
- Address client inquiries promptly and professionally, escalating complex issues to the relevant departments as needed.
- Support the branch in delivering exceptional customer experiences to enhance client satisfaction and retention.

6. Data Management & Commission Processing

- Collate and verify performance data for DFAs and IFAs to ensure accuracy in commission calculations and payments.
- Maintain organized, up-to-date records of financial advisors' transactions, sales, and client interactions.
- Collaborate with the finance team to resolve discrepancies and ensure timely commission disbursements.

Corporate Governance

1. Compliance: Stay updated on industry regulations, compliance requirements, and best practices.
2. Adherence to the laws and regulations of Kenya, the policies and regulations within the Asset Management industry and all internal company policies and procedures.
3. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.
4. Implement effective risk management strategies, including appropriate internal controls, to mitigate operational, financial, and regulatory risks.

Culture

1. Foster a corporate culture that promotes ethical practices and professionalism.
2. Collaborate with internal teams to develop initiatives that enhance a positive and inclusive work environment.
3. Encourage continuous learning and development within the organization.

Key Competencies

- Strong organizational and multitasking skills to manage diverse administrative responsibilities.
- Excellent attention to detail for accurate data management and commission processing.
- Exceptional communication and interpersonal skills for effective client and advisor support.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and database management systems.
- Ability to work independently and collaboratively in a fast-paced retail environment.
- Proactive problem-solving skills to address operational challenges efficiently.

Qualifications

1. Bachelor's degree in Investments, Business, Finance or any other related course

Relevant Experience

1. Minimum of 2-3 years' experience in an administrative role, preferably within financial services or retail operations.
2. Prior experience in customer service or data management is an advantage.
3. Familiarity with the asset management or wealth management industry is a plus..

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 28th March 2025.**

Only shortlisted candidates will be contacted.