



**INTERNATIONAL INSTITUTE OF TROPICAL AGRICULTURE (IITA)
SHORT-TERM CONTRACT VACANCY ADVERTISEMENT**

Ref: STS2022-018	Position: • Customer Services Assistant
Location: Ibadan	Recruitment Type: STS- National (6-months renewable contract)
Date Posted: 15 November 2022	Closing Date: 22 November 2022

The International Institute of Tropical Agriculture seeks suitable applicants for the position below at the Institute's Headquarters in Ibadan:

Position: Customer Services Assistant

Duration: 6 months' renewable

Location: Ibadan

DUTIES:

- Ensure front office areas are clean and presentable and welcome guests with a pleasing smile.
- Review arrival lists and records, and receive and take care of special guests.
- Answer the enquiries of clients on a timely basis.
- Check that all folders in the rooms are up to date and presentable.
- Give the required information about different areas of our Campus to the guests.
- Promote the services provided by I-house and build a long-term association with the clients.
- Foresee the needs of clients and ensure clients are satisfied with our service while residing in I-house.
- Help clients with various tasks like arranging transport, providing supplies, etc
- Walk around the Cafeteria and snack bar during meal times.
- Address grievances issues and inform the Front Office Manager as and when required.
- Record all necessary data and information in the designated registers every day.
- Comply with health and safety standards.
- Perform any other job-related tasks as may be assigned by the supervisor.

QUALIFICATION:

National diploma certificate in Business Administration, Public Administration, Public Relation or related field with a minimum of three (3) years' experience performing similar role in a well-structured environment.

COMPETENCIES:

The ideal candidate must:

- Have good communication skill (writing, reading and speaking)
- Have good customer relation.
- Have ability to use Microsoft Office packages.

REMUNERATION:

We offer highly competitive salary with equally attractive benefits and excellent working conditions in a pleasant campus environment.

METHOD OF APPLICATION:

Interested applicants should complete the online application attaching detailed cover letter and curriculum vitae saved with their names in Microsoft word format to IITA website: <http://jobs.iita.org/erecruit> no later than One Week from the date of this publication. The application must include the names and e-mail addresses of three professional referees which must include the applicant's current or previous direct Supervisor, professional colleague and evidence of current remuneration package.

IITA is an equal opportunity employer and is committed to building a diverse workforce, particularly welcoming applications from women. While all applications will be acknowledged, please