



Job Title: HR & Admin Coordinator

Department: Human Resources & Admin

Duty Station: Rwanda

Job Level: Mid-Management level

Reports To: Country Manager

Job Purpose:

- The Human Resource & Admin Coordinator is responsible for facilitating key HR administrative duties and to efficiently ensure the end-to-end running of HR projects and operations.
- This position resolves benefits-related problems and ensures effective use of plans and positive employee relations. The HR Coordinator role provides administrative support to the human resource function as needed, including record-keeping, file maintenance, recruitment, onboarding, etc.

Duties & Responsibilities:

Manage HR administrative duties:

- Maintain filing system; retrieve documents from filing system, handle requests for information and data
- Coordinates insurance, vacation, holiday, sick pay, etc. requests
- Logistics HR department, requesting HR required items and make a follow up
- Schedule and coordinate meetings, appointments and travel arrangements for managers or supervisors
- Answering all internal and external HR-related queries and requests

Recruitment & Onboarding:

- Assist in recruitment (arrange interview, email notification, and reference checks)
- Supporting the administrative part of the new hire process (screening, contracts, updating of HR systems)
- Helping out where necessary during the pre-boarding and onboarding of employees, i.e. staying in touch with them, answering their questions, sending them relevant material, and so on
- Track probation status and alert GHR
- update records with new hires



Employee benefits:

- Being the go-to person for employees with benefits-related questions and problems
- Acting as the liaison between employees and insurance providers
- Updating & tracking benefit plans (healthcare, retirement, etc.)
- Coordinate and track salary advance benefit for employees (provide report & recommendations)
- Recommending possible actions to improve existing processes

Office Operations Support:

- Provide support on office's ongoing project (Coordination of Kiva)
- Attend company meetings and take notes, keep minutes, etc.
- Maintain and ensure office operations run smoothly at all times
- Act as HR Manager for Corporate Store (Muhima)

Team engagement and company growth:

- Be a supportive, dynamic and flexible team member
- Do not wait to be assigned for a task but hunt for opportunities to bring improvements and support others
- Be honest, reliable and dedicated
- Bring the energy and stamina to go far with Jibu and join us in building a unique success story

Market Research & Customer Insights:

- Conduct and analyze **market research and customer feedback** to refine marketing strategies and improve customer experience.
- Monitor competitors and industry trends to **identify new opportunities and adapt Jibu's marketing strategies accordingly.**

Team Engagement & Leadership:

- Inspire and coach the marketing team and franchise network to execute high-impact marketing initiatives.
- Drive cross-functional collaboration with **sales, operations, and franchisees** to ensure seamless execution of marketing efforts.

Supervision Received:

- This position works highly autonomously and reports directly to the Country Director



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Management Responsibility:

- Oversea the office assistant and premises guard team
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Qualifications:

A minimum required qualification of a Bachelor's degree in Human Resource Management, Industrial & Organizational Psychology, Business Administration or any other related field.

Minimum Experience Requirements:

- Proven work experience, preferably in HR administrative assistant or similar role (customer service oriented)
- Working understanding of human resource principles, practices and procedures.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite and other related software.

Preferred Experience Requirements:

- Excellent interpersonal skills: able to welcome visitors in a friendly manner, support staff in office in a friendly and helpful way
- Excellent organizational skills: able to keep track of activities happening in the office, provide support in organizing events for staff, manage staff leave tracker, make sure there are sufficient office supplies, etc.
- Ability to work under minimum supervision

Required Skills:

- A self-starter and initiator with an intrinsic motivation to perform
- Highly motivated to Get Things Done in an autonomous an independent matter
- Strong entrepreneurial and business instincts
- Proficiency with Microsoft Office suite including Excel, Word and Powerpoint
- Perfect written and spoken English and knowledge
- he Jibu Brand and comfortably communicate decisions from managements to the franchise network

Interested? Apply by submitting your CV to jobs@jibuco.com.