



JOB OPPORTUNITY

The Zambia Institute of Chartered Accountants (ZICA) is a self-regulated membership body, established under the Accountants Act of 1982 and as amended in the Accountants Act of 2008 has the primary mandate of regulating and promoting the accountancy profession in Zambia.

The Vision of ZICA is “A reputable leader in developing competent and ethical finance professionals”.

Its Mission is “To regulate and promote excellence in the accountancy profession, championing the highest standards in education and ethics shaping a future where professionals contribute significantly to Zambia’s economic prosperity and global standing”.

The Core Values of the Institute are:

“Integrity, Professionalism, Customer Centric, Accountability, Excellence, Innovation”

The Institute would like to recruit an outstanding, results oriented and self-motivated, versatile and a professional individual of high personal integrity with appropriate academic and professional qualifications and experience.

POSITION: CUSTOMER RELATIONS ASSISTANT

PURPOSE OF THE JOB

To provide excellent customer service by attending to client inquiries, complaints, and requests in a timely and professional manner by maintaining positive relationships with members and stakeholders to ensure satisfaction and promote the institute’s services.

REPORTING STRUCTURE

The Customer Relations Assistant will report to the Corporate Communications Officer.

KEY RESPONSIBILITIES

Customer Service Management

- Responding Promptly to customer inquiries through telephone, emails, and in-person.
- Managing and resolving customer complaints by providing appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Maintaining a high level of professionalism and ensure excellent customer service is provided.

Information Dissemination

- Providing accurate, valid, and complete information by using the right methods and tools.
- Educating customers about ZICA programs, membership processes, and events.

Document Management

- Giving feedback in the customer service database during and after each interaction.
- Ensuring relevant documents received are delivered to the right Directorates or Registry.
- Collaborating with other departments to address issues raised by customers and ensure a coordinated response.

Membership Relationship Management

- Building sustainable relationships with customer accounts through open and interactive communication.
- Assisting in dissemination of membership and student brochures, application forms, journals and any other documents authorised for publishing and mass circulation

Feedback and Reporting

- Collecting customer feedback and share it with the team and management to improve service delivery.
- Preparing and submitting periodic reports on customer service activities, trends, and issues.

Administrative Support

- Providing administrative support as required, including reception duties, handling correspondence, and assisting in organizing events.

QUALIFICATIONS AND OTHER SKILLS

- Grade 12 School Certificate or its equivalent with five (5) O level credits or better including English and Mathematics.
- Diploma in Business Administration, Public Relations or Marketing .
- Minimum of 3 years of work experience in similar role.

Key Competences

- Excellent verbal and written communication skills to effectively interact with members, stakeholders and the public.
- Ability to convey information clearly and conversely both in person and over various communication platforms
- Computer literate and conversant with Microsoft Office.

NOTE:

1. Applications with copies of Academic and Professional Certificates should be sent as one PDF document.

1. All applications should be sent using the indicated email address below. No Post Office posted application letters and hand delivered hard Copies will be accepted.

If you are interested and meet the stated requirements, you may send a motivation letter accompanied by a detailed Curriculum Vitae (CV) and copies of academic and professional qualifications electronically to:

The Chief Executive Officer
Zambia Institute of Chartered Accountants,
Accountants Park, Thabo Mbeki Road,
P O Box 32005,
LUSAKA

Email: careers@zica.co.zm

The closing date for receiving applications is 27th August 2025 by 17:00 Hours.