

**INSTITUTE OF BUSINESS ADMINISTRATION**  
**Center for Executive Education**

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**Job Description**

**JOB TITLE:** Executive Assistant-CEE

**REPORTS TO:** Director, CEE

**REPORTED BY:** None

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**Job Description**

**External relationships:**

Telephone, internet, web contacts with Local Corporate and MNCs along with governmental organization (as per schedule)

**Internal relationships:**

Business Excellence Coordinator and Business Development Manager

**Location:**

IBA Campuses

**Main duties:**

1. Making calls to perspective clients as per planned schedule (whom to call. When to call. What to say)
2. Assisting with the scheduling of training sessions, and booking / notifying all relevant parties.
3. Sending out appropriate pre-course information to delegates / managers in advance of training courses.
4. Requesting and compiling all delegates' objectives in advance of training courses.
5. Keeping data of training suppliers and training materials up to date.
6. Printing of training support materials / handouts for training courses, and assisting with the creation or formatting of these where relevant.
7. Assisting in training course set up / clear up before and/or after a training event.
8. Sending out course evaluation (feedback) questionnaires following training courses and compiling / communicating feedback to the training manager.
9. Recording all staff's training attendance.
10. Collecting participants' feedback and making its summary

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11. Keeping training records and files up to date, filing forms.
12. Obtaining training records / certificates of previous training or qualifications achieved from new joiners for personnel files and / or HR software.
13. Assisting in the delivery of training sessions at a basic/administrative level if required.
14. Other CEE tasks not covered by the above
15. Providing general admin assistance and support for the training manager, trainers...

**Estimated time allocation:**

- 45% new Calls/ e-mails
- 35% current business: Calls / e-mails
- 20% updating communication list

**Requirements:**

- ❖ Graduate
- ❖ Adequate command over English and Urdu Language
- ❖ Typing speed
- ❖ Ability to handle multi-connection phone instruments
- ❖ Clear voice and pronunciation
- ❖ Command in Computer Usage (i.e. Micro-Soft: word, Excel, PowerPoint, Internet, etc.)
- ❖ Willing to make personal calls
- ❖ Communication Skills