

TALENT PROFILE	
Job Title:	Certification Officer
Reporting to:	Technical Team Lead
Department	Administration
Effective Date:	April 2025
Location	Côte d'Ivoire

KEY PERFORMANCE INDICATORS

Accuracy and Timeliness in accomplishment of planning tasks.

Compliance and adherence to company policies.

Effective communication and team work.

Proper management of audit documents

Timely licensing of all clients

100% client retention

<u>Duties and Responsibilities Include:</u>	
1	Serve as the main point of contact for all communication to clients regarding certification matters.
2	Liaise and follow up with clients on prospective audits and converting them into confirmed audits at least three months to the anniversary of the client certificates.
3	Manage the application process in a maximum of seven (7) working days this includes receiving the applications and liaising with the Technical Team Lead and Scheme Managers for application approvals and confirmation of audit dates to the clients.
4	Issuing clients with the necessary contracts and sublicense agreements and ensuring that the same is signed before engaging auditors.
5	Coordinate with the finance team by availing all information necessary for quote generation.
6	Generating and dispatching audit plans to clients 14 days prior to mobilization of the audit team.
7	Communicate audit dates and share audit documents with the auditors seven days prior to the audit commencement date.
8	Generate and share audit plans with the clients at least fourteen (14) days to audit commencement.

9	Share the updated work calendar with the Certification Officer, Nairobi every Thursday.
10	Efficiently resolve client complaints and regularly channel client feedback to the management.
11	Liaise with the document control officer to ensure that all signed audit documents are submitted to the head office for central storage (applications, contracts, approved quotes, invoices etc.
12	Adhere to the scheme protocols on matters to do with application and registration processes necessary to uphold the accreditation of AfriCert.
13	Familiarize yourself with the quality manual, internal operating standards and the finance policy and be bound by the provisions therein.
14	Convert new business leads into business in conjunction with the Technical Team Lead.
15	Continuously research on best practices and operational improvements and communicate the same to management through the monthly reports.
16	Any other duties related to the role

DO YOU POSSESS THE FOLLOWING:

1. Bachelor's degree-in Public Relations/Communication/ Sales and Marketing from a recognized academic institution
2. At least 5 years' experience in a customer-facing role
3. Good knowledge of the agriculture landscape in West Africa
4. Amiable and outgoing personality with ability to withstand work-related pressure.
5. Proven ability to work under minimal supervision.
6. Proficiency in Microsoft Office
7. Ability to communicate in English will be an added advantage.

PERSONAL ATTRIBUTES

1. Commitment to AfriCert core values
2. Self-Driven with high level of integrity
3. Excellent problem-solving skills
4. Proactive and confident
5. Attention to detail
6. Team player

If you meet the above requirements and are interested to work in a fulfilling and challenging work environment Please submit your CV and cover letter (in English or French), including salary expectations to hrm@africertlimited.co.ke with a copy to technicallead-cdi@africertlimited.co.ke on or before March 15, 2025.

Only candidates legally authorized to work in Ivory Coast will be considered.

Africert Limited promotes social diversity and therefore welcomes applications from all qualified individuals regardless of their personal background.