



OVERVIEW & JOB OBJECTIVE					
Job Title	Zonal Officer	Pay Range (Annual Gross)	3.8m- 3.9m	Location	Port Harcourt
Grade Level	Senior Officer				
<p>The purpose of this job shall be to:</p> <p>The Zonal Officer job role exists to coordinate and monitor activities of the Branches and Chapters within the zone and the continued development of the Branches as well as facilitate membership mobilization.</p>					
EQUAL OPPORTUNITY STATEMENT					
<p>We are an equal-opportunity workplace and an affirmative-action employer. We encourage applications from suitable candidates, irrespective of gender, physical ability/disability, colour, tribe, race, religion, marital status, pregnancy or other status protected under the law.</p>					
REPORTING RELATIONSHIPS					
Reports to	Team Lead, Branch Development & Zonal Affairs	Supervises	None		
JOB DUTIES / RESPONSIBILITIES / ACCOUNTABILITIES					
Internally Relates with	<ul style="list-style-type: none"> All staff 	Externally Relates with	<ul style="list-style-type: none"> All members, Corporate clients Other Organizations as may be required. 		
PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES					
	<p>Key Responsibility Areas</p> <p>Branch Care and Development</p> <ul style="list-style-type: none"> Ensure the zonal offices are fully operational as the headquarter. Ensure the coordination of all Branches and Chapters' activities in the zone in compliance with the state by-laws. Ensure annual work plan of all Branches and Chapters are drawn at the beginning of every year as well as its implementation. Ensure the registration of New Members through the different Membership Routes are available. Ensure the establishment of the Institute's presence at NYSC orientation Camps in the Zones through the Branches within the Zone. Ensure support of courtesy Institutional/Corporate/ Industrial/ Advocacy visits in the Branches in line with the Annual Work Plan. Ensure the mobilization of Members to attend the Institute's National Events. Ensure all activities of all State Branches and Chapters are held as agreed in the work plan and reports are generated as at when due. 				

CIPM House, 1 CIPM Avenue, Central Business District, Alausa, Ikeja, Lagos.

CIPM House, Plot 12, Benghazi Street, Wuse Zone 4, Abuja.

Tel: 07001237555, Email: info@cipmnigeria.org, www.cipmnigeria.org

PRESIDENT: MR. OLUSEGUN MOJEED, FCIPM, VICE PRESIDENT: MR. HENRY UNUAKPOR, MCIPM, NATIONAL TREASURER: MRS. OGOCHUKWU EGBUONU, MCIPM, REGISTRAR/CHIEF EXECUTIVE: MS. OLUWATOYIN NAIWO, FCIPM



	<ul style="list-style-type: none"> • Ensure Networking through the Branches and Chapters to promote membership drive. • Ensure standard criteria for measurement of Branches' performance are emplaced as provided in the state by-laws. • Coordinate zonal HR Forum within the zone • Encourage the establishment of study centers and monitor their administration in compliance with policies and guidelines of the education committee • Manage the daily running of the Zonal office • Report on activities in the zone on a weekly and monthly basis. <p>General Customer Service</p> <ul style="list-style-type: none"> • Ensure Customer and Stakeholder satisfaction at the Branches and Chapters in the Zones by attending to enquiries and handle complaints via all communication channels. • Respond to all members and providers inquiries in a courteous, responsive, comprehensive, effective, and accurate manner following all departmental and organizational policies and procedures. • Participate as part of a team conducting and/or supporting outreach to members regarding benefits and eligibility requirements. • Coordinate with various roles within the Institute to ensure external and internal customer requests and questions are handled appropriately and in a timely manner. • Identify opportunities to sell, up-sell and cross-sell the Institute's products and services.
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PERSON SPECIFICATION

Knowledge, Technical Skills and Attitudes

<p>1. Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support to the business.</p> <ul style="list-style-type: none"> - Ability to develops and maintain a vibrant, long-term network of relationships with individuals from multiple constituencies. - Has a successful track record of developing, managing, growing, and institutionalizing complex relationships on behalf of the company. <p>2. Communication: The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.</p>	<p>3. Emotional intelligence – being able to understand and manage your own and others' emotions, and their effect on behaviors and attitudes.</p> <p>4. Customer Orientation: The ability to demonstrate concern for satisfying one's external and/or internal customers.</p> <p>5. Achieving results: Sets realistic targets for himself/herself and for the team; ensures availability of resources and supports staff members in achieving results. Monitors progress and performance; evaluates achievements and integrates lessons learned.</p>
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Experience				
<ul style="list-style-type: none"> • Minimum of 3 years post-graduation experience in a similar role in a reputable organization • Knowledge of Social media marketing and Microsoft Office • Knowledge of Relevant regulations. 				
Qualifications				
1. B.Sc./ HND in Business Management /Administration, Social Sciences, Marketing or related discipline.				
Other Requirements				
<ul style="list-style-type: none"> • Computer Literate: Excel, Word, Outlook, MS Office and Digital Software 				
PHYSICAL REQUIREMENTS				
Location	Office Based ✓	Both Office & Field Based		Field Based □
Travel	None ✓	0% - 30% ✓	31% - 60%	61% - 100%
Work Cycle/Days	Mondays – Fridays			

Application Process

- Method of Application: Send your CV quoting the appropriate Job Title to recruitment@cipmnigeria.org
- Application Deadline: Friday, March 21st, 2025

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