



POSITION DESCRIPTION

Job Description: Administrative Assistant

Location: Nairobi, Kenya

Role Overview

The Administrative & Operations Assistant will provide administrative and operational support to ensure the smooth and efficient day-to-day running of the bookstore.

The role will support the wider bookstore team across administration, store operations, communication, stock coordination, supplier liaison, events, customer service and general business activities.

The successful candidate will be highly organised, proactive and detail-oriented, with the ability to manage multiple tasks, follow through on responsibilities and work effectively in a fast-paced retail and community environment.

The role requires someone who is comfortable moving between administrative tasks and practical operational support, and who can work independently while collaborating closely with the wider team. An interest in books, literature, publishing and community spaces is an advantage.

Key Responsibilities

1. Administration & Coordination

- Manage day-to-day administrative tasks and records.
- Maintain organised digital and physical filing systems.
- Prepare documents, reports, spreadsheets and correspondence.
- Manage relevant calendars, meetings and appointments.
- Take meeting notes and follow up on agreed actions.
- Maintain administrative trackers and ensure information is up to date.
- Provide administrative support to the wider Soma Nami Books team and management.

2. Store & Stock Administration

- Support the day-to-day administration of the bookstore
- Assist with receiving, recording and organising stock.
- Support stock counts and stock takes.
- Maintain accurate inventory and stock movement records.
- Assist with transfers, deliveries and collections
- Report stock discrepancies, damages or other issues to the Manager.
- Assist with maintaining an organised and functional store environment.

3. Suppliers & Business Support

- Communicate with publishers, distributors, suppliers and other partners as required.

Soma Nami Books is a Hadithi House Limited Brand

Soma Nami Books | The Greenhouse Mall, Ground Floor, Suite 12, West Wing

Tel: +254 705 548 052 | E: info@somanami.co.ke | w: www.somanami.co.ke

Internal

- Assist with orders, deliveries, invoices and related documentation.
- Follow up on outstanding supplier requests and deliveries.
- Maintain supplier and business records.
- Assist with consignment administration and documentation.
- Escalate issues to the Manager where necessary.

4. Finance & Records

- Organise and maintain invoices, receipts and other financial documents.
- Assist with administrative reconciliation and record keeping.
- Support the preparation of documents for bookkeeping and accounting.
- Maintain accurate records of business transactions and expenses.
- Follow up on missing or outstanding documentation.

5. Events, Marketing & Community Support

- Provide administrative and logistical support for events, launches, pop-ups and community activities.
- Assist with event schedules, guest lists, registrations and materials.
- Coordinate routine communication with authors, speakers, partners and vendors.
- Support the planning and execution of marketing and promotional activities.
- Assist with social media content scheduling and posting across relevant platforms.
- Support the preparation of captions, basic content and promotional materials.
- Monitor social media messages and comments and respond or escalate as appropriate.
- Assist with coordinating content with designers, photographers and other creatives.
- Support the administration of the Soma Nami Book Club and other community initiatives.

6. General Operational & Customer Support

- Provide support across the bookstore during busy periods.
- Assist with customer enquiries, orders and collections.
- Support the team in maintaining a welcoming and organised store environment.
- Assist with practical day-to-day operational requirements as directed.
- Identify and report administrative or operational issues to the Manager.
- Undertake other reasonable duties in support of Soma Nami Books.

Qualifications & Skills

- 1-3 years Previous Experience in an administrative, operations, retail or similar role
- Strong organizational and time management skills
- Excellent written and verbal communication
- Good attention to detail and accuracy
- Proficiency in Microsoft Office and/or Google Workplace/Zoho Workplace
- Comfortable working with spreadsheets, email and administrative systems
- Ability to manage multiple tasks and meet deadlines
- Ability to work independently and as part of a team
- Experience in retail, publishing, bookselling or events is an added advantage
- An interest in books and literature is desirable

Working Conditions:

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This position is based in a bookstore and may involve standing for extended periods, as well as bending, lifting, and carrying boxes of books. The work environment may include some exposure to dust and allergens associated with books and paper products. The schedule for this position may include evenings and weekends, depending on the needs of the store.

Applications

Interested candidates should submit the following to businesssupport@somanami.co.ke

1. CV - Maximum 2 pages.

2. Statement of Interest - Maximum 1 page. Please explain how your experience fits this role and highlight 2 to 3 specific achievements from your previous work that demonstrate your abilities.

Please submit the CV and Statement of Interest as one PDF, using the subject line:

Application – Administrative Assistant – [Candidate Name]

Applications will be reviewed on a rolling basis.

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Internal