

LAGOS CHAMBER OF COMMERCE INTERNATIONAL ARBITRATION CENTRE (LACIAC)

ODR PLATFORMS MANAGER

We are looking to recruit a qualified and innovative individual to join the Centre. S/He will be required to work remotely and will be responsible for managing and overseeing the administration of the Centre's online dispute resolution (ODR) portals.

Job Description and Key Responsibilities

In this role, the individual will be required to:

1. Provide administrative support for the portals
 - Manage the ODR Portals and maintain the functionality of the ODR portals
 - Develop and supervise content for all pages on the portals and provide assistance to all personnel and external organisations.
 - Analyse all system upgrades and applications and ensure compliance with all program requirements.
 - Design all solutions for the portals and coordinate with portal administrator and developer to resolve all issues encountered or which may arise during the use of the portals.
 - Perform tests on all new configurations and upgrades on the portals with the aim of maintaining the knowledge database for the portals.
 - Ensure integration of the platforms with LACIAC's dispute resolution processes.
2. Provide business development support
 - Maintain knowledge of the marketplace and continuous changes in industries.
 - Identifying, planning and overseeing new marketing initiatives and improving sales.
 - Researching organizations and individuals to find new opportunities.
 - Identifying and contacting potential clients to establish a business relationship.
 - Develop unique promotional ideas to market and build awareness for the platforms.
 - Provide support to all business operations and ensure optimization of profits from the portals.

Requirements/Qualifications

- Bachelor's degree in business, marketing or related field
- Experience in sales, marketing, etc.
- Ability to interact with complex IT systems and platforms
- Knowledge of alternative dispute resolution and the different mechanisms
- Ability to work with minimal supervision
- Excellent verbal and written communication skills
- IT related skills, qualifications or experience will be an added advantage