



Position: **Personal Assistant to CEO / Office Manager**
Company: PassportCard Germany
Location: Hamburg
Reports to: CEO

PassportCard is a market leader in the travel insurance and International Private Medical Insurance (IPMI) and has been leading the way in smart health insurance, developing high-end technological solutions and innovative customer-oriented services. It has a strong worldwide presence, with operations in over 100 countries, offices in Europe, the US, the Middle East and Australia, and R&D labs in Zurich and Tel Aviv. In early 2018 the operation in Australia was launched under the brand name of TravelCard.

In 2019 we will launch our operation in Germany and I am at the moment hiring the best people who wants to join a global and growing company, with a great working culture and a very unique business model

PassportCard has introduced a new holistic approach to travel and medical insurance with no out-of-pocket expenses, no paperwork and no long claim process. It is the world's first travel and medical insurance solution that facilitates payout in real time – on the spot when the customer really needs it.

PassportCard award winning technologies and innovations:

- 2014 PhocusWright - The Most Innovative Emerging Company
- 2014 & 2016 THE APAC EMMA'S Innovation in Global Mobility
- 2016 MEDICI Top 7 InsurTech Startups in Tte EMEA
- 2016 ITIJ Best Specialist Service Provider
- 2018 LMI's 5 stars ranking for Travelcard's claims service in Australia

PassportCard is a Joint Venture between White Mountains and DavidShield Group. White Mountains is a holding company with business interests in P&C insurance and reinsurance. The Group is listed on NYSE (WTM). DavidShield is a Managing General Underwriter (MGU) as well as a Third-party Administrator (TPA) for global medical insurance.



Purpose of this Role

- To offer administrative support to the CEO and manage the office environment.

Responsibility

- Monitor and respond to incoming communications to CEO's office including phone calls, emails and walk ins, ensuring correct department distribution.
- Secretarial support for meetings as and when required by the CEO, including drafting and circulating meeting agendas, preparing minutes, communicating meeting reminders, confirming venues and arranging refreshments. Writing and distributing comprehensive minutes and action points to all members post meeting.
- Manage, coordinate and maintain calendar of the CEO including appointments, meetings and travel.
- Responsible for organising of internal and external meetings on behalf of the CEO ensuring all necessary requirements are made e.g. meeting venue, equipment, presentations, prepare agendas.
- Responsible for organising CEO travel and logistics including flights, visa requirements, hotel accommodation, car rental, meeting schedules while travelling and completing expenses.
- Act as Board Secretary for PassportCard Board and Committee meetings. This includes but is not limited to preparing meeting agendas, recording meeting minutes, collating board reports and presentations.
- Communicate meeting reminders and board reports with relevant Board and Committee members

Responsibilities – Office Manager

- Work closely with HR to ensure that office policies and procedures are adhered to.
- Manage the office environment and overseeing general maintenance of the office
- Manage applicable budget lines, including office expenses, supplies, stationery, entertainment.
- Responsible for management of petty cash

About you

Your knowledge and experience

- Education: University degree or diploma relating to the field, preferred but not essential
- Experience: Minimum 3 years' experience as Personal Assistant, Executive assistant, Office Manager or similar role



Competencies:

- Organisational, planning and multi-tasking skills
- Good communication skills
- Information gathering and information monitoring skills
- Problem analysis and problem-solving skills
- Judgment and decision-making ability
- Initiative
- Professionalism and confidentiality
- Attention to detail and accuracy
- Flexibility

Essential Attributes:

- Calm character, able to prioritise and ensure smooth execution of tasks
- Fluency in German & English – spoken and written
- Strong attention to detail and accuracy
- Maintain high levels of professionalism
- Well organized with an understanding of priorities and changing demands
- Have a professional knowledge of all Microsoft Office programmes

Contact details:

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