



KENYA TRADE NETWORK AGENCY – KENTRADE

VACANCY ADVERTISEMENT

The Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury whose mandate is to implement, operationalize and manage the Kenya National Electronic Single Window System (KNESWS) as well as Trade Facilitation.

To fulfil our mandate, we wish to engage suitably qualified candidates who meet the requirements of Chapter 6 of the Kenya Constitution for the following positions;

I. Accounts Assistant (Temporary Terms) (One position)

Job Title: Accounts Assistant

Reports to: Senior Management Accountant

Duration: Six (6) months

Purpose for the Job

To provide support in the Finance Department.

Duties and Responsibilities

1. Preparing vouchers and committal documents in accordance with laid down rules and regulations;
2. Capturing primary data;
3. Filing accounting documents;
4. Preparing simple financial reports such as bank reconciliations and on-demand reports;
5. Preparing invoices;
6. Ensuring safe custody of accountable documents;

7. Maintaining primary records such as cashbooks, ledgers and registers;
8. Post invoices, payments expense accruals and other expenditure journals into the accounting system;
9. Make postings to the Accounting System for Accounts receivables and reconciliations of receivables to the general Ledger;
10. Prepare adequate supporting Schedules in support of Revenue account balances in the Financial Statements on weekly, monthly, quarterly and annual basis.

Minimum Academic, Professional Qualifications & requirements

- i. Diploma in Commerce (Accounting or Finance option), Business Administration (Accounting option), CPA (Finalist), ACCA or any other equivalent qualification from a recognized institution;
- ii. Certificate in computer proficiency from a recognized institution; and
- iii. Meets the provisions of Chapter Six of the constitution.

2. Contact Centre Assistant (Temporary Terms)

Job Title: Contact Centre Assistant

Reports to: Contact Centre Officer

Duration: Six (6) Months

Purpose for the Job

To provide support in the Contact Centre

Duties and Responsibilities

1. Answering incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KenTrade Customer Service Charter;
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives;
3. Preparing operational/daily reports as appropriate and forward to Regional representative;
4. Providing advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times;

5. Receiving and processing follow up information about previous requests and reports and to update systems as appropriate;
6. Using the provided software applications and other electronic information systems appropriately and in accordance with procedure;
7. Quickly identifying situations requiring specialist information and direct customers appropriately;
8. Maintaining an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery;
9. Helping out in any other area of the Customer Service and Contact Centre Department.

Minimum Academic, Professional Qualifications & requirements

- i. Diploma in relevant field
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

HOW TO APPLY

Qualified and interested candidates are requested to submit their applications including cover letter, Curriculum Vitae, Copies of certificates & testimonials, email and telephone contacts including names, telephone and email contacts of three (3) referees who must be familiar with the candidate's previous work experience.

Applications should be addressed as detailed below and be sent by post, hand delivery or email so as to be received not later than **5:00pm on Wednesday, 23rd May 2018.**

**The Chief Executive Officer
Kenya Trade Network Agency
1st Floor, Embankment Plaza
Longonot Rd - Upper hill
P.O. Box 36943-00200
NAIROBI**

[**vacancies@kentrade.go.ke**](mailto:vacancies@kentrade.go.ke)

KenTrade is an equal opportunity employer – women and persons with disability are encouraged to apply.

Any form of canvassing shall lead to automatic disqualification and only shortlisted candidates shall be contacted.