

## **KENYA TRADE NETWORK AGENCY – KENTRADE**

### **VACANCY ANNOUNCEMENTS**

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 candidate who meets the requirements of Chapter 6 of the Kenya Constitution for the following position;

#### **I. Contact Centre Assistant**

**Job Title:** Contact Centre Assistant

**Reports to:** Contact Centre Officer

**Duration:** Six (6) months (renewable once subject to performance and business needs)

#### **Purpose for the Job**

The Contact Centre is the first point of contact and will attend to queries and inquiries via the telephone/email or site visits. The Contact Centre Assistant receive clients, calls and handle queries and provides general information about KenTrade.

#### **Duties & Responsibilities**

- i. Answer 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 Regional representative.
- ii. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
- iii. Preparing operational/daily reports as appropriate and forward to Regional representative.

- iv. Provide 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.
- v. Receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
- vi. Identify situations requiring specialist information and direct customers appropriately.
- vii. Maintain 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.
- viii. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

### **Minimum Academic, Professional Qualifications and Experience**

- i. Diploma in relevant field
- ii. At least six (6) months experience in Contact Centre Operations
- iii. Meets provision of chapter six of the Constitution

## **2. DRIVER ON TEMPORARY TERMS ONE (I) POSITION**

<b>Job Title:</b>	Driver
<b>Reports to:</b>	Administration Officer
<b>Duration:</b>	Six (6) months (renewable once subject to performance and business needs)

### **Purpose for the Job**

To provide effective transport facilitation to the Agency staff and visitors for official purposes in order to attain the objectives of the organization.

### **Duties & Responsibilities**

- i. Driving the assigned vehicle as authorized.
- ii. Carrying out routine checks on the vehicle's cooling, oil, electrical, tyre pressure and brake systems, and Detecting and reporting malfunctioning of the vehicle systems.
- iii. Maintenance of work ticket(s) for vehicle(s) assigned.

- iv. Ensuring security and safety of the vehicle on and off the road and Overseeing safety of the passengers and/or goods therein.
- v. To ensure cleanliness of assigned vehicle at all times when in use or otherwise and that the vehicle is in good condition before and after use.
- vi. To carry out periodic checks on the assigned vehicle to determine maintenance needs and report accordingly and on time.
- vii. To drive carefully at all times and ensure safety of the passengers, other road users, and the assigned vehicle.
- viii. To keep up to date vehicle mileage log and ensure the work ticket is effectively maintained.
- ix. To ensure all vehicle reports are done on a monthly basis and submitted on or before the scheduled date.
- x. Adherence to the provisions of the Highway Code and the Government Vehicle Check Unit requirements.
- xi. To assist in other duties in the office as assigned by the immediate supervisor when not undertaking transport facilitation.
- xii. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

### **Minimum Academic, Professional Qualifications and Experience**

- i. Kenya Certificate of Secondary Education (KCSE) minimum mean grade 'C-' (C- minus) plain or its equivalent;
- ii. Valid Class BCE Driving License free from any endorsement;
- iii. Occupational Trade Test Grade III for drivers
- iv. Driving experience of not less than three (3) years
- v. Meets the provisions of Chapter Six of the constitution

### **3. Office Assistant – Hospitality**

**Job Title:** Office Assistant (Hospitality)

**Reports to:** Senior HR Officer

**Duration:** Six (6) months (renewable once subject to performance and business needs)

#### **Purpose for the Job**

This job performs diverse errands including mail delivery and maintaining office

cleanliness. It also includes preparing and serving tea to staff and guests on time and ensuring that food or snacks orders are delivered on time during meetings.

### **Duties & Responsibilities**

- i. Preparing and serving tea.
- ii. Clearing and cleaning utensils
- iii. Ensuring beverages are distributed in offices
- iv. Ensuring that visitors and meetings are served adequately
- v. Maintain cleanliness in the kitchen
- vi. Preparation a shopping list for beverages
- vii. Ensuring that beverages are purchased on time
- viii. Custodian of kitchen equipment and their maintenance
- ix. Deliver mail, parcels and cheques to various destinations
- x. Making telephone, electricity and water bill payments at the relevant offices.
- xi. Making Company cheque deposits at banks.
- xii. Post office-picking and dropping of mail
- xiii. Making photocopy of office documents as required
- xiv. Purchase of office consumables as needed
- xv. Other office duties as assigned

### **Minimum Academic, Professional Qualifications and Experience**

- i. Kenya Certificate of Secondary Education (KCSE) mean grade C- (C minus)
- ii. A relevant professional/trade certificate
- iii. At least six (6) months experience in catering and hospitality
- iv. Meets the provisions of Chapter Six of the constitution

Candidates interested in this position are also expected to fulfil the requirements of Chapter Six of the Constitution of Kenya. Specifically, they must obtain and submit with their application **copy of Certificate of Good Conduct from the Directorate of Criminal investigations (CID).**

Applications should be addressed as detailed below and be sent by post, hand delivery or email so as to be received not later than **December 12, 2018.**

**The Chief Executive Officer  
Kenya Trade Network Agency  
1<sup>st</sup> Floor, Embankment Plaza  
Longonot Rd - Upperhill**

**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.*