



KENYA TRADE NETWORK AGENCY

ANNOUNCEMENT OF VACANCY

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 (Kenya TradeNet System) 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 position;

CONTACT CENTRE ASSISTANT – GRADE KTNA 9 (TWO POSTS)

Job Title: Contact Centre Assistant

Reports to: Contact Centre Officer

Job purpose

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

Duties and Responsibilities

- i. Effective management of inbound and outbound enquiries received through telephone calls, e-mail, SMS. Ensuring that all customers' queries are addressed according to the KENTRADE customer service charter.
- ii. Ensuring complaints or compliments are captured in system and escalated to Subject Matter Experts within agreed timelines.
- iii. Identify situations requiring specialist information and direct customers appropriately.
- iv. Preparing operational/daily reports and forward to supervisor

- v. Provide advice and communication using “scripts” when handling customers in the most appropriate format, demonstrating due attention to details and professionalism
- vi. Receive and follow up of issues within set timelines and update customers promptly.
- vii. Meet personal/team qualitative and quantitative targets
- viii. Maintain an awareness of all relevant service developments and participate in all aspects of training so as to improve effectiveness and efficiency of service delivery.
- ix. Adhering to day to day running and operations of the Call Centre including set Key Performance Indicators (KPIs);
- x. Ensure adherence to systems and processes for timely and accurate reporting
- xi. Establish and maintain a customer eccentric culture among the team;
- xii. Work in close coordination with IT and Trade Facilitation and Value Add Services team for quicker response and resolution to customer issues

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
- iv. Good communication skills
- v. People Management Skills
- vi. Creative and proactive approach towards challenges
- vii. Ability to influence and build relationships at all levels especially with external customers
- viii. Independent, resourceful and possess high drive to excel

HOW TO APPLY

Qualified and interested candidates are requested to submit their applications, Curriculum Vitae that contains details of qualifications, experience, copies of all certificates & relevant testimonials, email and telephone contacts including names, telephone and email contacts of three (3) referees who must be familiar with the candidates' previous work experience.

Interested candidates are also expected to fulfil the requirements of Chapter Six of the Constitution of Kenya. Specifically, they must obtain and submit with their application, **valid** copies of the following documents;

- i. Certificate of Good Conduct from the Directorate of Criminal investigations (CID)
- ii. Clearance Certificate from Higher Education Loans Board (HELB)
- iii. Tax Compliance Certificate from Kenya Revenue Authority (KRA)
- iv. Clearance from the Ethics & Anti-corruption Commission (EACC)
- v. Clearance from a reputable Credit Reference Bureau (CRB)

Please note that applications **without ALL the Chapter 6 requirements SHALL NOT be considered.**

Applications should be addressed as detailed below and be sent by post, hand delivery or email so as to be received not later than **Monday, 8th April 2019.**

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