



KENYA TRADE NETWORK AGENCY – KENTRADE

APPRENTICESHIP/INTERNSHIP/ATTACHMENT OPPORTUNITIES

The Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury whose mandate is to implement, operationalize and manage the Kenya TradeNet System and Trade Facilitation.

The Agency is committed to supporting the empowerment of the youth, in line with Government's youth initiative, by providing opportunities to young graduates to help them gain knowledge and skills in their respective professional calling through short-term internship programs.

We currently have limited Apprentice/Internship/attachment opportunities in the following disciplines and the program will run for a period of three (3) months for attachment and Six (6) months for internship/apprenticeship.

I. CUSTOMER SERVICE & CONTACT CENTRE DEPARTMENT (1 apprentice/3 interns/4 attachés)

Job Title : Apprentice/intern/Attaché
Station : Nairobi
Reports to : Manager Customer Service & Contact Centre

Duties & Responsibilities

- i. Act as a single point of contact for phone calls and emails from users. The assistant listens, logs and responds to customer enquiries, requests and complaints;
- ii. Recognizing, documenting, and informing the supervisor regarding the trends in external customer calls.
- iii. Anticipating potential needs or problems of customers;
- iv. Following through on commitments made to customers;

- v. Making recommendations of alternate solutions if customer expectations cannot be met and following relevant escalation contact protocols;
- vi. Maintaining confidentiality of information;
- vii. Achieving first contact resolution (FCR);
- viii. Handling customer complaints or issues satisfactorily;
- ix. Recording details of comments, inquiries, complaints, and actions taken;
- x. Prioritize received issues in order to identify and escalate situations requiring urgent attention first;
- xi. Providing accurate information about organizations services and related agencies;
- xii. Create and maintain a positive, supportive, customer-oriented environment for all clients;
- xiii. Recording details of comments, inquiries, complaints, and actions taken;
- xiv. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role;

Academic/Professional Requirements

- i. Should be a Kenyan Citizen aged between 20 and 35 years;
- ii. Should be available full time for the duration of the program (3 months);
- iii. Should be a continuing student or have graduated within the last five (5) years with Bachelor's degree in a Business, Communications, Marketing ICT or related field from an accredited Institution and be in possession of the relevant certificate.
- iv. Be Computer Literate and have strong communication skills
- v. Willingness to work in shifts, weekends/holidays and long hours
- vi. Customer focused;
- vii. Ability to multi task with high stress tolerance level;
- viii. Problem analysis and problem-solving skills;
- ix. Planning and organizing skills;
- x. Team oriented

2. FINANCE DEPARTMENT (I apprentice)

Job Title : Apprentice
Station : Nairobi
Reports to : Manager Finance

Duties and responsibilities

- i. preparing vouchers and committal documents in accordance with laid down rules and regulations;
- ii. capturing primary data in manual and computerized records;
- iii. Filing accounting documents;
- iv. Preparing simple financial reports such as bank reconciliations and on-demand reports;
- v. Preparing invoices;
- vi. Ensuring safe custody of accountable documents and
- vii. Maintaining primary records such as cashbooks, ledgers and registers.
- viii. Post invoices, payments expense accruals and other expenditure journals into the accounting system
- ix. Make postings to the Accounting System for Accounts receivables and reconciliations of receivables to the general Ledger.
- x. Prepare adequate supporting Schedules in support of Revenue account balances in the Financial Statements on weekly, monthly, quarterly and annual basis
- xi. General office duties as assigned by the supervisor/senior officers/management of the Department

Academic/professional requirements

- i. Should be a Kenyan Citizen aged between 20 and 35 years;
- ii. Should be available full time for the duration of the program (3 months);
- iii. Should be a continuing student or have graduated within the last five (5) years with Diploma or Bachelors' degree in Commerce, Business Administration, Business Management, CPA (ongoing/Finalist), ACCA or any other equivalent qualification from a recognized institution;
- iv. Be Computer Literate and have strong communication skills.

How to apply

Interested and eligible candidates should submit their applications including curriculum Vitae, copies of certificates & testimonials and National ID to **The Chief Executive Officer, Kenya Trade Network Agency, 1st Floor, Embankment Plaza P.O. Box 36943-00200, NAIROBI** through email: vacancies@kentrade.go.ke or through post office by **December 04,2020**.

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 selected candidates will be contacted. The Agency does not charge any fee for this process.