



## **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:

#### **1. PROJECTS DEPARTMENT (1)**

**Job Title:** Intern  
**Station:** Nairobi  
**Reports to:** Manager Projects

#### **Duties and Responsibilities**

- i. Attend and participate in Project and Operations meetings to gain in-depth understanding of the Organization's operations and projects.
- ii. Assist in scheduling and coordination of Project and Operations meetings by writing and distributing minutes.
- iii. Ensure weekly project status updates are received at the Projects meeting.
- iv. Maintaining an issue log of issues raised and action taken in Project and Operations meetings.
- v. Assist in drafting reports and proper record keeping as envisaged in the ISO standards.
- vi. Assist with any Project deliverables as advised by Manager Projects.
- vii. Liaise with Communications office by highlighting any news worthy stories from the Department for the weekly newsletter.
- viii. Assist in coordination and scheduling of activities within the Department as advised by the Manager Projects.
- ix. Perform any other duty that may be assigned in support of the Projects 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 Bachelor's Degree in Project Management, Information Technology, Economics, Business Administration, Computer Science, Social Sciences or related field from an accredited Institution and be in possession of the relevant certificate.
- iv. Be Computer Literate and have strong communication skills

## **2. CUSTOMER SERVICE & CONTACT CENTRE DEPARTMENT (2 Apprentice)**

**Job Title:** Apprentice  
**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;

### **3. FINANCE DEPARTMENT**

**Job Title:** Intern (1)  
**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.

#### **4. HR & ADMINISTRATION DEPARTMENT (1Intern & 1 Attaché)**

**Job Title:** Intern/Attaché  
**Station:** Nairobi  
**Reports to:** Manager HR & Administration

##### **Duties and Responsibilities**

- i. Drafting simple routine correspondence;
- ii. Creation and updating of employee records and files and maintenance of the same;
- iii. Assist in the recruitment process i.e registering of applications, screening, longlisting e.t.c;
- iv. Assist in the coordination of staff and stakeholder trainings;
- v. Assist in making arrangements for various HR activities such as job interviews, performance reviews/appraisals, staff trainings and staff meetings;
- vi. Assist in dispatching of letters to relevant action officers;
- vii. Assist in maintaining a healthy work culture especially among the Interns.

##### **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/ Bachelor's degree in Human Resource/Business Management/Administration or any other related field from an accredited Institution and be in possession of the relevant certificate.
- iv. Be Computer Literate and have strong communication skills

#### **5. TRADE FACILITATION & VALUE ADD SERVICES DEPARTMENT (1)**

**Job Title:** Intern  
**Station:** Nairobi  
**Reports to:** Manager, Trade Facilitation and Value Add Services

##### **Duties and Responsibilities**

- i. Participate in departmental internal operations meeting and stakeholder engagement meetings
- ii. Take/prepare minutes of the meetings
- iii. Receive Clients queries and respond to them accordingly

- iv. Escalate customer queries to Permits and/or Customs and Shipping officers where necessary
- v. Ensure Permits/licenses applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
- vi. Regularly provide reports and statistics on permits/licenses
- vii. Work with Call Centre Assistants and Customer Care Officers to address customer complaints and inquiries relating to shipping & Customs as they arise
- viii. 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 Diploma or Bachelor's Degree in Business, Economics, shipping, transport logistics, ICT or related field from an accredited Institution.
- iv. Be Computer Literate and have strong communication skills
- v. Good Customer Service Skills.
- vi. Writing and Editing Skills to aid in writing and updating manuals

## **6. INNOVATIONS AND SOLUTIONS DEVELOPMENT (1)**

**Job Title:** Attaché  
**Station:** Nairobi  
**Reports to:** Manager Innovations and Solutions Development

### **Duties and Responsibilities**

- i. Work with IT staff to provide solutions throughout the software lifecycle,
- ii. Understanding and documenting user requirements,
- iii. Translate business requirements to System Designs/specifications,
- iv. Participating in application development, testing and documentation of test results,
- v. Prepare system documentations – user manuals / guides and technical manuals
- vi. Trouble shoot application issues and recommend solutions,
- vii. Responding to user queries arising from issues experienced in using software applications,
- viii. Integrating and presenting data,
- ix. Participate in providing innovative solutions to challenges experienced in the use of IT solutions,
- x. Participate in drafting and review of policies for better management of IT solutions,
- xi. Perform any other duty commensurate with the job role as directed by management.

## **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 BSc in Computer Science, Software Engineering, Information Technology, electrical engineering or related field.
- iv. Should possess excellent communication and interpersonal skills,
- v. Sound System analysis and Design capabilities – sound problem solving skills,
- vi. Excellent knowledge in Software Development Life Cycle,
- vii. Excellent knowledge in Data structures and algorithm development,
- viii. Excellent requirements elicitation and documentation skills,
- ix. Knowledge in Objected oriented programming and Unified Modelling Language,
- x. Excellent understanding of Relational Databases.

## **7. IT & INFRASTRUCTURE DEPARTMENT (2)**

**Job Title:** Attachés  
**Station:** Nairobi  
**Reports to:** Manager IT and Infrastructure

### **Duties and Responsibilities**

- i. Responding to ICT help-desk and user support queries via chat, email, or phone
- ii. Ensuring proper logging, tracking, reporting and closure of all issues raised to the ICT help-desk
- iii. Training other staff members on troubleshooting and diagnosing ICT related problems
- iv. Writing, editing, and revising training manuals for new and updated software and hardware
- v. Providing ICT related technical assistance for questions and problems
- vi. Resolving problems with ICT related networks, telephony and other computer systems
- vii. Diagnosing ICT hardware and software system errors and other issues
- viii. Following up with staff to ensure full resolution of issues
- ix. Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
- x. Running reports to analyse common complaints and problems
- xi. Installing or changing user computer software to fix issues
- xii. Accessing hardware or software for staff to make changes and fix problems
- xiii. Any other duty that is commensurate with the role and responsibilities for the position of Internship in the ITI Department.

## **Academic/Professional Requirement**

- 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/Bachelor's Degree in ICT, Computer Science or Computer Engineering, from a recognized institution.
- iv. Should have excellent computer skills and the ability to troubleshoot and diagnose PC, LAN, Printer and IT Hardware problems.
- v. Should be familiar with both PC and Mac Hardware and Software.
- vi. Should have education experience with LAN Network Repairs and Analysis.
- vii. Should possess good customer service skills.
- viii. Ability to Communicate Effectively to help customers fix their issues and feel satisfied with the experience.
- ix. Writing and Editing Skills to aid in writing and updating manuals.
- x. Education experience in Computer Repairs and how to Troubleshoot Problems  
Specific Knowledge of other required Computer Systems for different work environments.

## **8. MARKETING AND COMMUNICATIONS DEPARTMENT (2)**

**Job Title:** Intern/Attaché  
**Station:** Nairobi  
**Reports to:** Manager, Marketing and Communications

### **1. Purpose of the Job**

The purpose of the job is to assist the Marketing and Communication team in the day-to-day marketing and communication activities including, but not limited to: carrying out promotions, media relations, social media activities, editing, content development and managing events.

### **2. Duties and Responsibilities**

The intern shall work under the supervision and guidance of a senior office but will report to the Manager Marketing and Communications to perform the following duties;

- i. Assist in the creation and carrying out all marketing, communication, branding and promotional activities,
- ii. Assist in editing of marketing and communication content
- iii. Assist in tracking and reviewing Marketing and Communication initiatives and make recommendations

- iv. Assist in the developing of new social media campaigns, considering planned promotional activities.
- v. Monitor social channels and respond to feedback, questions, and concerns
- vi. Assist in planning and hosting marketing events

### **3. Academic Qualifications & Requirements:**

- i. A graduate in or currently enrolled undergraduate student studying sales, marketing or communications
- ii. Strong work ethic
- iii. Flexible work schedule
- iv. Willingness to learn on the job and share experiences with other members of the team
- v. Good written and verbal communication and editing skills
- vi. Self-motivated, detail-oriented with good written, verbal & organizational skills
- vii. Good computer skills with experience in social media & Microsoft Office
- viii. Ability to work under minimum supervision and with others
- ix. Ability to work well under pressure and meet deadlines

#### **09. LEGAL DEPARTMENT (1 attaché)**

Job Title: Station: Reports to: Intern/Attaché Nairobi

Corporation Secretary and Legal Affairs Manager

#### **Duties and Responsibilities**

- i. Drafting and reviewing legal documents and contracts
- ii. Drafting status reports on court matters affecting the Corporation.
- iii. Researching and drafting legal Opinions on the interpretation, impact and effect of the relevant laws and general conditions affecting various areas of the KenTrade's operations.
- iv. Compilation of legal documents for pre-trial conferencing
- v. Regular errands to public registries, courts and other relevant areas as directed.
- vi. Facilitate preparations and attendance of witnesses
- vii. Receiving correspondence and facilitating timely dispatch of correspondence
- viii. Perform any other duties that may be assigned by the Corporation Secretary and Legal Affairs Manager.

#### **Academic/Professional Requirement**

- 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 Degree in law from a recognized university.
- iv. Should have good interpersonal skills.



- v. Should possess excellent communication and written skills.
- vi. Should have good organizational skills.
- vii. Proficiency in computer (Microsoft Word, Excel and PowerPoint etc.)

### **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, 1<sup>st</sup> Floor, Embankment Plaza P.O. Box 36943-00200, NAIROBI** through email: [vacancies@kentrade.go.ke](mailto:vacancies@kentrade.go.ke) or through post office by **July 30, 2021**.

KenTrade is an Equal Opportunity Employer – 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.***