



KENYA TRADE NETWORK AGENCY (KENTRADE)
A Global Leader in Trade Facilitation

ATTACHMENT OPPORTUNITIES

The Kenya Trade Network Agency (KenTrade) is a State Corporation under the National Treasury and Economic Planning established under the National Electronic Single Window System Act 2022 whose mandate is the operationalization of the National Electronic Single Window 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 students and young graduates to help them gain knowledge and skills in their respective professional calling through short-term attachment programs.

We currently have limited attachment opportunities in the following disciplines: The program will run for a period of three (3) months ONLY.

1. PROJECTS DEPARTMENT (ONE (1))

Job Title : Attaché
Station : Nairobi
Reports to : Manager Projects

Duties and Responsibilities

1. Attend and participate in Project and Operations meetings to gain in-depth understanding of the Organization's operations and projects.
2. Assist in scheduling and coordination of Project and Operations meetings by writing and distributing minutes.
3. Ensure weekly project status updates are received at the Projects meeting.
4. Maintaining an issue log of issues raised and action taken in Project and Operations meetings.
5. Assist in drafting reports and proper record keeping as envisaged in the ISO standards.
6. Assist with any Project deliverables as advised by Manager Projects.
7. Liaise with the Communications office by highlighting any newsworthy stories from the Department for the weekly newsletter.
8. Assist in coordination and scheduling of activities within the Department as advised by the Manager Projects.

9. 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 (3months).
- iii. Should be a continuing student in any field from an accredited institution and have the relevant transcripts/result slips/letter from the training institution.
- iv. Be Computer Literate and have strong communication skills.

2. CUSTOMER SERVICE & CONTACT CENTRE DEPARTMENT (THREE (3))

Job Title : Attachés
Station : Nairobi
Reports to : Manager Customer Service & Contact Centre

Duties & Responsibilities

1. 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.
2. Recognizing, documenting, and informing the supervisor regarding the trends in external customer calls.
3. Anticipating potential needs or problems of customers.
4. Following through on commitments made to customers.
5. Making recommendations of alternate solutions if customer expectations cannot be met and following relevant escalation contact protocols.
6. Maintaining confidentiality of information.
7. Achieving first contact resolution (FCR);
8. Handling customer complaints or issues satisfactorily.
9. Recording details of comments, inquiries, complaints, and actions taken.
10. Prioritize received issues in order to identify and escalate situations requiring urgent attention first.
11. Providing accurate information about organizations, services and related agencies.
12. Create and maintain a positive, supportive, customer-oriented environment for all clients.
13. Recording details of comments, inquiries, complaints, and actions taken.
14. 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 (3months);
- iii. Should be a continuing student in any field from an accredited Institution and have the relevant transcripts/result slips/letter from the training institution.
- 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 multitask with high stress tolerance level.
- viii. Problem analysis and problem-solving skills.
- ix. Planning and organizing skills.
- x. Team oriented.

3. HR & ADMINISTRATION DEPARTMENT (REGISTRY) (ONE (1))

Job Title : Attachés
Station : Nairobi
Reports to : Manager HR & Administration

Duties and Responsibilities

1. Answer phone inquiries, direct calls, and provide basic company information.
2. Manage the CEO's calendar by planning and scheduling meetings, calls, and conferences.
3. Perform clerical duties, take memos and organize documents; photocopy, etc. as needed.
4. Sort and manage files.
5. Respond to web correspondence and emails.
6. Travel scheduling and booking for the CEO.
7. Shadow multiple office positions and train in a variety of tasks.
8. Act as the point of contact for internal and external clients.
9. Provide general support to visitors.

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 in human resource/business management/administration or any other related field from an accredited Institution and have the relevant transcripts/result slips/letter from the training institution.
- iv. Be Computer Literate and have strong communication skills.

4. LEGAL AFFAIRS DEPARTMENT (One (1))

Job Title : Attachés

Station : Nairobi
Reports to : Corporation Secretary and Legal Affairs Manager

Duties and Responsibilities

The attaché shall report to the Corporation Secretary and Legal Affairs Manager and the duties will include.

1. Drafting and reviewing legal documents and contracts
2. Drafting status reports on court matters affecting the Corporation.
3. 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.
4. Compilation of legal documents for pre-trial conferencing
5. Regular errands to public registries, courts and other relevant areas as directed.
6. Facilitate preparations and attendance of witnesses.
7. Receiving correspondence and facilitating timely dispatch of correspondence
8. Perform any other duties that may be assigned by the Corporation Secretary and Legal Affairs Manager

Academic/Professional Requirements

1. Should be a Kenyan Citizen aged between 20 and 35 years.
2. Should be available full time for the duration of the program (3 months);
3. Should be a continuing law student from a recognized university with relevant transcripts/result slips/letter from the training institution.
4. Have good interpersonal skills.
5. Excellent communication and written skills.
6. Good organizational skills.
7. Proficiency in computer (Microsoft Word, Excel and PowerPoint etc).

5. STRATEGY, COMPLIANCE AND STATISTICS DEPARTMENT (ONE (1))

Job Title : Attaché
Station : Nairobi
Reports to : Manager Strategy, Compliance and Statistics

Duties and responsibilities

1. Assist in compiling reports on the status of the Strategic Plan implementation.
2. Assist in collecting statistics, interpreting the data and preparing reports.
3. The attaché will be expected to conduct research or assist in research work.
4. The attaché may be called upon to monitor the implementation of various activities within the Agency.

5. The attaché may be involved in assisting the department in maintaining the Quality Management System and as assisting during internal quality audits.
6. The attaché may also be required to take minutes during meetings.
7. Any other duty commensurate with this position and that may assist the attaché in career development.

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 with relevant transcripts/result slips/letter from the training institution.
- iv. Be Computer Literate and have strong communication skills.

6. FINANCE DEPARTMENT (ONE (1))

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

Duties and responsibilities

1. preparing vouchers and committal documents in accordance with laid down rules and regulations.
2. capturing primary data in manual and computerized records.
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 and
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.
11. 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 in commerce, Business Administration, Business Management, CPA (ongoing/Finalist), ACCA or any other equivalent qualification from a recognized institution with relevant transcripts/result slips/letter from the training institution.
- iv. Be Computer Literate and have strong communication skills.

7. MARKETING AND COMMUNICATIONS DEPARTMENT (ONE (1))

Job Title : Attaché
Station : Nairobi
Reports to : Manager Marketing and Communications

Duties and Responsibilities

1. Assist in the creation and carrying out all marketing, communication, branding and promotional activities,
2. Assist in editing of marketing and communication content.
3. Assist in tracking and reviewing Marketing and Communication initiatives and make recommendations.
4. Assist in the developing of new social media campaigns, considering planned promotional activities.
5. Monitor social channels and respond to feedback, questions, and concerns.
6. Assist in planning and hosting marketing events.

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 in sales, marketing or communications with relevant transcripts/result slip/letter from the training institution.
- iv. Should have strong work ethics.
- v. Should be willing to learn on the job and share experiences with other members of the team.
- vi. Should have good written and verbal communication and editing skills.
- vii. Self-motivated, detail-oriented with good written, verbal & organizational skills
- viii. Should possess good computer skills with experience in social media & Microsoft Office
- ix. Ability to work under minimum supervision and with others.
- x. Ability to work well under pressure and meet deadlines.

8. INNOVATIONS AND SOLUTIONS DEVELOPMENT (ONE (1))

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

Duties and Responsibilities

1. Work with IT staff to provide solutions throughout the software lifecycle,
2. Understanding and documenting user requirements,
3. Translate business requirements to System Designs/specifications,
4. Participating in application development, testing and documentation of test results,
5. Prepare system documentation – user manuals / guides and technical manuals.
6. Trouble shoot application issues and recommend solutions,
7. Responding to user queries arising from issues experienced in using software applications,
8. Integrating and presenting data,
9. Participate in providing innovative solutions to challenges experienced in the use of IT solutions,
10. Participate in drafting and review of policies for better management of IT solutions,
11. 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 in Computer Science, Software Engineering, Information Technology, electrical engineering, or related field with relevant transcripts/result slips/letters from the training institution.
- 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.

9. IT & INFRASTRUCTURE DEPARTMENT (ONE (1))

Job Title : Attaché
Station : Nairobi
Reports to : Manager IT and Infrastructure

Duties and Responsibilities

1. Responding to ICT helpdesk and user support queries via chat, email, or phone
2. Ensuring proper logging, tracking, reporting and closure of all issues raised to the ICT helpdesk.
3. Training other staff members on troubleshooting and diagnosing ICT related problems.
4. Writing, editing, and revising training manuals for new and updated software and hardware.
5. Providing ICT-related technical assistance for questions and problems.
6. Resolving problems with ICT related networks, telephony, and other computer systems
7. Diagnosing ICT hardware and software system errors and other issues
8. Following up with staff to ensure full resolution of issues.
9. Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods.
10. Running reports to analyse common complaints and problems.
11. Installing or changing user computer software to fix issues.
12. Accessing hardware or software for staff to make changes and fix problems.
13. Any other duty commensurate with the role and responsibilities for the attachment position 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 in ICT, Computer Science or Computer Engineering, from a recognized institution with relevant transcripts/result slips/letter from the training 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.

How to apply

Interested and eligible candidates should submit their applications through the link below:

<https://forms.office.com/r/uxBL3BanAV>

Please Note:

1. The deadline for application is **Tuesday 14th May 2024.**
2. The Agency does not extend the Attachment program.
3. The Agency does not charge any fee for this process.
4. If selected candidates will be required to submit proof of a valid Personal Accident Insurance Cover

KenTrade is an Equal Opportunity Employer and values diversity therefore women and persons with disability (PWD) are strongly encouraged to apply.

Any form of canvassing shall lead to automatic disqualification and ONLY selected candidates will be contacted.