

KENVERSITY SACCO LIMITED

JOB VACANCIES

1. JOB Reference KEN/CCE/ JUNE/ 2023 – CUSTOMER CARE EXECUTIVE

No	Particulars	Description
1.	Title	Customer Care Executive
2.	Terms	Casual Employment (Three (3) months)
3.	Reporting relationship	Fosa Operations Officer
4.	Number of positions	1
5.	Date posted	21 st June 2023
6.	Deadline	7 th July, 2023

Job Summary

The Customer Care Executive will act as a liaison officer by providing products and services, information, responding to customer inquiries ensuring high customer satisfaction is attained.

Duties and responsibilities

1. To receive and direct visitors to various offices.
2. To receive members' applications and correspondences at the FOSA office.
3. To verify members' applications and ensure that forms are properly filled and all necessary documents/requirements are attached.
4. To ensure that writing materials and forms for customers/ members applications are available.
5. To capture and update members details in the physical and digital registers.
6. To dispatch cheques and other correspondences from the Sacco.
7. To handle general inquiries including loans applications, withdrawals and new membership among others.



Minimum Qualifications, Experience and Qualifications required.

1. Degree/Diploma in Administration/Sales & Marketing/Administration/Public Relations or related studies from a recognized institution or its equivalent.
2. Higher National Diploma in Customer Care or any other qualification in business related course will be an added advantage.
3. Diploma/Certificate in Co-operative Management will be an added advantage.
4. Working experience of 5 years and above, three of which must be in the same position at the Sacco industry
5. Ability to work with diverse teams as a team player
6. Outgoing personality and demonstrated passion for customers

2. JOB Reference KEN/DRV/JUNE/ 2023 - DRIVER

No	Particulars	Description
1.	Title	Driver
2.	Terms	Casual Employment (Three (3) months)
3.	Reporting relationship	Administration & Human Resource Officer
4.	Number of positions	1
5.	Date posted	21 st June 2023
6.	Deadline	7 th July, 2023

Duties and responsibilities

1. Ensure the safety of passengers, cargo and vehicle by observing traffic rules.
2. Perform day-to-day maintenance of the assigned vehicle, including but not limited to:- daily check of tyres, brakes, engine oil, fan belt, tool kit etc.
3. Prepare and submit weekly reports on vehicle status, report promptly any defects or malfunctioning of the vehicle.
4. In case of any accident, inform the supervisor immediately; prepare written incident report and obtain a Police Report/Abstract
5. Maintain the vehicle road work-ticket including the status of fuel and oil changes at all times.
6. Ensure the vehicle is clear at all times.



7. Ensure that Kenversity Sacco vehicles are only used for official /authorized business.
8. Ensure that the keys are returned for safeguarding at the end of the shift.
9. Ensure a handing over form is duly filled and signed by both drivers during the exchange of vehicles.
10. Ensure that driver's Standard Operation Procedure (SOP) is followed without any breach.
11. Collect and deliver mail, official documents and any other duties assigned by the supervisor.

QUALIFICATIONS

- Minimum Form 4 leaver with KCSE D+ and above
- A Certificate in Mechanics Course
- Five (5) years driving experience in a busy town.
- Must have a PSV License
- Must possess valid Good Conduct certificate
- Fluent in Kiswahili and English both spoken and written

Interested candidates should send their applications, CV, certificates and testimonials quoting the job title as the subject on or before Friday, 7th July, 2023 to info@kenversitysacco.co.ke or Hand Delivered to our offices in Kahawa Sukari.

Applications should be addressed to:
The Chief Executive Officer,
Kenversity Sacco Society Limited
P.O Box 10263 – 00100,
Nairobi

