

KENVERSITY CO-OPERATIVE SAVINGS AND CREDIT SOCIETY LTD

EMPLOYMENT OPPORTUNITIES

Kenversity Co-operative Savings and Credit Society Limited a deposit taking Sacco in Kenya established in 1976, with a membership of 10,000 and a capital base of Ksh.4 Billion. We are inviting competent persons to fill the positions of **Customer Care Executive/Cashier, Call Centre Executive and Graphic Designer** as detailed here below:-

1. JOB Reference KEN/CCEC/ MAY/ 2025 – CUSTOMER CARE EXECUTIVE/CASHIER.

No	Particulars	Description
1.	Title	Customer Care Executive/Cashier
2.	Terms	One (1) year Contract
3.	Reporting relationship	FOSA Supervisor
4.	Number of positions	1 (one)
5.	Date posted	19th May, 2025
6.	Deadline	30th May, 2025

JOB SUMMARY

The Customer Care Executive/Cashier will act as a liaison officer by providing services and expounding on our products, information, responding to customer inquiries and cashiering services while ensuring high customer satisfaction.

DUTIES & RESPONSIBILITIES

1. To receive and direct visitors to various offices.
2. To receive members' applications and correspondences at the Customer Care desk and re-direct appropriately.
3. To verify members' applications and ensure that forms are properly filled and all necessary documents/requirements are attached/enclosed.
4. To ensure that writing materials and all forms required by customers/members are available.

5. To capture and update member's details in the physical and digital registers.
6. To dispatch cheques and other correspondences from the Sacco and properly recording them appropriately.
7. To capture loans applications in the ERP systems, withdrawals and new membership among others.
8. Receive cash from the members for banking and withdrawals following laid down procedures at the Counter.
9. To Assist in Cashiering/telling services whenever called upon.
- 10.Reconcile the cash receipts and payments on day to day basis,
- 11.Management of MPESA services of the Society,
- 12.Ability to work with diverse teams as a team player
- 13.Outgoing personality and demonstrated passion for customers
- 14.Any other duties as directed by the Supervisor.

MINIMUM QUALIFICATIONS

1. Diploma in public relations/Customer Care or business related studies from a recognized institution or its equivalent.
2. Diploma/Certificate in Co-operative Management/Accounting or business management,
3. Working experience of three (3) years and one of which must be in the financial industry.

2. JOB REFERENCE KEN/CCE/ MAY/ 2025 – CALL CENTRE EXECUTIVE

No	Particulars	Description
1.	Title	Call Centre Executive
2.	Terms	One (1) year Contract
3.	Reporting relationship	Senior Public Relations Officer
4.	Number of positions	2 (two)
5.	Date posted	19th May, 2025
6.	Deadline	31th May, 2025

JOB SUMMARY

The Call Centre Executive will play a crucial role in customer service, acting as the frontline representative at the Sacco. The Call Centre Executive should have strong communication skills and problem-solving abilities, and proficiency in customer relationship management as the first person representing the Sacco to the public.

DUTIES & RESPONSIBILITIES

1. Handling inbound and outbound calls to assist customers with inquiries, complaints, and service requests.
2. Handling of emails and social media enquiries of customers or clients
3. Providing information about products, services, enquiries and handling complaints.
4. Resolving or escalating complicated customer problems to the Supervisor for action,
5. Verifying customer information into the system following laid down procedures before communications,
6. Maintaining customer records by updating account details and tracking interactions by Logging and tracking and keeping records of all customer conversations on the call center database,
7. Managing Social Media and third-party review sites
8. Taking opportunities to upsell to customers
9. Meeting performance targets related to customer satisfaction, call resolution times, and adherence to quality standards.
10. Collaborating with cross-functional teams to improve service delivery and customer experience.

REQUIRED SKILLS

1. Good communication skills in English and Kiswahili, especially listening, as that will allow you to ask better, more relevant, questions from customers.
2. Good listener.
3. Empathy is important as one may be handling contacts from customers in difficult situations, so having natural empathy makes it much easier to build rapport with these customers.
4. An ability to multitask will prove vital, as one will have to switch between multiple systems while helping customers and also switch channels frequently – from the phone to emails.

5. Problem-solving, collaboration, patience, tech-savviness and the ability to socialize well.
6. Outgoing personality and demonstrated passion for customers.

MINIMUM QUALIFICATIONS

1. Diploma in Business Administration/public relations/Communication related field.
2. Diploma/Certificate in mass communication and journalism will be an added advantage.
3. Working experience of 3 years with one year preferably in a call Centre.
4. Demonstration of excellence in Computer Applications.

3. JOB Reference KEN/GD/MAY/ 2025 – GRAPHICS DESIGNER

No	Particulars	Description
1.	Title	Graphics Designer
2.	Terms	Part-time (need basis)- One year Contract
3.	Reporting relationship	Business Development & Marketing Manager
4.	Number of positions	1 (One)
5.	Date posted	19th May, 2025
6.	Deadline	30th May, 2025

JOB QUALIFICATIOS

The Graphic Designer is responsible for creating visually appealing designs that communicate ideas, Sacco products & services easily and effectively.

DUTIES & RESPONSIBILITIES

1. Assist in populating content for the Kenversity Sacco on Social Media e.g. Facebook, Twitter, WhatsApp, Instagram, and YouTube among others (where applicable).

2. Manage database regarding leads gotten from social media, electronic advertisement and all the data analysis that help in the decision-making of the Sacco.
3. Facilitate support on online marketing, web page products update and follow-up with potential clients.
4. Run digital marketing campaigns and other growth initiatives end-to-end.
5. Assist the team in producing high-quality media content that delivers the greatest value for our entire product pipeline.
6. Work with a team in managing and executing marketing campaigns.
7. Developing creative concepts for branding, marketing materials, websites, and social media.
8. Designing graphics such as logos, brochures, advertisements, and digital content.
9. Using design software like Adobe Creative Suite (Photoshop, Illustrator, InDesign) to produce high-quality visuals.
10. Collaborating with clients or teams to understand design requirements and deliver solutions.
11. Ensuring brand consistency across different platforms and media.
12. Staying updated on design trends and industry standards to create modern and engaging visuals.
13. Develop and execute a clear plan on how the business will tell its story and position its brand.
14. Support the organization on promotional events by preparing marketing materials e.g banners, roll-up stands, /posters, brochures or any other needed as well as planning the logistics around the events to create awareness.
15. Offer support on company photography, videography and maintenance of a photo/video library that can provide imaging on digital media.
16. Collect contacts of interested customers for follow-up and sharing with the sales team.

REQUIRED SKILLS

1. Good communication and collaboration skills.
2. Ability to respond to any inquiries raised on social media in consultation with the Business Development and Marketing Manager.
3. Ability to communicate courteously with customers by telephone, email, letter, and face-to-face for good client relationships and satisfaction.
4. Social media analytics, including Google Analytics and Facebook Insights in order to report on the efficacy of Kenversity' s online marketing efforts.

MINIMUM QUALIFICATIONS

1. A Diploma or a degree in Graphic design
2. Any applicant with either Degree/Diploma in Visual arts, Marketing, Communication, Journalism, Film and Production from a recognized institution or any other relevant field will be an added advantage.
3. Excellent knowledge of MS Office & Excel.
4. Certification in design tools or software and excellent skills in working with Graphics software e.g Adobe Suite, Corel draw, Photoshop, Canva, Illustrator, Premier pro, After effects etc and knowledge in social media platforms administration will be added advantage.
5. Two (2) years working experience.

Interested candidates should send their applications, CV, certificates and testimonials (at least 2 referees with their contacts) quoting the job title as the subject on or before **Friday 30th May, 2025** to info@kenversitysacco.co.ke or Hand Delivered to our offices in Kahawa Sukari.

NB:

1. **The Sacco does not use employment agencies nor does it charge money for recruitment, interviews or medical checks.**
2. **Only shortlisted candidates will be contacted.**

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