



Vacancy: Membership Officer

Designation: Membership Officer -Registry and Members Services
Reporting to: Head of Membership and Governance
Contract Type: Permanent
Location: Nairobi

Job Purpose:

To provide support to the membership department in creating member experience by providing customer experience services to KAM members and coming with strategies that will improve the retention rate in KAM and deliver intelligence through customer feedback and interactions.

Key objectives

- Membership recruitment and retention
- Database and membership Information management
- Timely and accurate reports

Duties and Responsibilities

The specific duties and responsibilities will include, but not limited to the following: -

- Identifying and addressing process gaps and establishing policies that produce high quality member experience.
- Utilize CRM tools to coordinate and monitor member experience.
- Manage end to end member account creation process and updating members records and contacts.
- Ensuring customer's complaints and issues are promptly and effectively resolved and timeously.
- Analyze member data to create insight on trends and improve member satisfaction.
- Prepare and submit timely comprehensive reports on member detailing positive areas as well as areas of concerns.
- Customer Data Management for effective and targeted services
- Perform any other duties as may be assigned by the CEO from time to time;

Qualifications /Requirements:

- Degree in Commerce (Marketing, sales), Public Relations or Business Development /Management or their equivalent.
- Minimum of 5 years' experience working in a customer facing role (in person/remote)
- Excellent written and verbal communication skills coupled with good listening and critical reasoning skills.
- Great service attitude towards customer satisfaction
- Demonstrate ability to handle pressure and perform duties well to completion
- Demonstrate ability to be a team player, working to achieve own and team targets
- Keen attention to detail
- Apt in negotiating and persuading

How to Apply:

Interested and qualifying candidates should complete the online application form and submit their CV and Application letter only to hr@kam.co.ke indicating the words “**Membership Officer**” on the email subject line so as to reach us **not later than August 26, 2022** Click on Link [here](#) to apply. **Only the shortlisted shall be contacted.**