



VACANCY: MEMBERSHIP MANAGER

The Kenya Association of Manufacturers (KAM) is a business membership organization representing over 1000 leading manufacturing and value-add companies in Kenya. We seek to competitively fill the following position: -

Title: MEMBERSHIP MANAGER

Department: Membership Unit

Reporting to: Chief Operating Officer

Supervises: 3

Location: Nairobi

Contract Type: Permanent

Job Purpose: To provide oversight and strategic direction for member's recruitment, retention, services & customer experience. The position implements a core pillar of the KAM strategy that focuses on membership development, membership activities, and relations for membership with expected outcomes as follows: -

Key Objectives

- Membership recruitment and retention
- Membership services
- Customer experience
- Timely and accurate reports

Duties & Responsibilities

- i. Membership recruitment, retention and to ensure Vibrant and Active Network;
- ii. Formulation and implementation of Membership strategies and policies and ensuring interpretation and clarity
- iii. Conducting a strategic review of performance on a regular basis to determine whether the organization is meeting its short-and long-term objectives in recruitment and retention, responsiveness and membership experience
- iv. Provide oversight on members account management and Customer response System and Membership networking and feedback events
- v. In collaboration with Regional Chapter operations, Sectors, Board working committee on Membership provide advise on functionality and sustainability
- vi. In collaboration with Regional Chapters provide guidance on budget management, fundraising, income generation and expenditure for the Membership Unit
- vii. Coordinate & Prepare Board order papers for various KAM Departmental units for the Board meetings
- viii. Establish service needs of members and design activities and programs to meet these needs;

- ix. Coordinate with other managers, monitor the implementation of the Business strategic plan and
- x. Identifying performance gaps, instituting reviews and ensuring that membership retention and recruitment objectives are met in a timely manner.
- xi. Perform any other duties as may be assigned by the CEO/COO from time to time;

Requirements and Personal Attributes:

- Commerce (Marketing, Sales), Public Relations or Business Development /Management, economics, project management or its equivalent.
- At least 7 years' experience in matters related to customer relations. Previous work experience with a Business Membership Organization is an added advantage.
- At least 3 years' experience in a supervisory role. Training in a management is an added advantage.
- Excellent written and verbal communication skills coupled with good listening and critical reasoning skills.
- Great service attitude towards customer satisfaction
- Effective organizational skills and ability to multitask.
- Excellent communication and people skills
- Excellent relationship management and networking skills
- Demonstrate ability to handle pressure and perform duties well to completion
- Demonstrate ability as a team player, working to achieve own and team targets
- Keen attention to detail
- Apt in negotiating and persuading

How to Apply:

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 Manager**" on the email subject line so as to reach us **not later than November 27, 2022** Click on Link [here](#) to apply. **Only the shortlisted shall be contacted.**

