



Job Description: KEPRO Membership Assistant Officer

Organization: Kenya Extended Producer Responsibility Organization (KEPRO)

Contract Type: One-Year Contract (Renewable)

Location: Nairobi, Kenya

Reports to: Membership and Advocacy Manager

Reporting Date: Immediate

Application Deadline: 8th December 2024

Position Summary

KEPRO, Kenya's leading and largest Producer Responsibility Organization (PRO), managing compliance solutions for over 890 non-hazardous packaging value chain actors, seeks a motivated **Membership Assistant Officer**. This role will provide critical support to the Membership and Advocacy Manager in managing KEPRO's growing membership base, ensuring member engagement and retention, and advancing KEPRO's vision of becoming a tech-enabled PRO. Additionally, the role involves supporting members in complying with the **Sustainable Waste Management Act 2022** and the resultant **EPR Regulations 2024**.

Key Duties and Responsibilities

1. Member Engagement & Retention:

- Serve as the primary point of contact for member inquiries, addressing their needs promptly and professionally.
- Assist in onboarding new members, including managing membership registration, documentation, and system updates.
- Build and maintain strong relationships with members to foster long-term engagement and retention.
- Identify and address potential challenges that may affect member satisfaction and retention.
- Support in the curation and implementation of value-added services for members to enhance their overall experience with KEPRO.
- Curate and host member townhall sessions and related events as part of the membership engagement and retention strategy.

2. Data Management:

- Maintain and update the membership database to ensure accurate records of member details, payment statuses, and compliance requirements.
- Generate membership reports, analyzing trends to support strategic decision-making.

3. Compliance Monitoring & Support:

- Guide members in understanding and adhering to the provisions of the **Sustainable Waste Management Act 2022** and the **EPR Regulations 2024**.
- Track member compliance and provide support to address gaps or challenges in meeting regulatory requirements.
- Support follow-ups with members to ensure timely and accurate Monthly Volume Declarations and payment of EPR fees as required by law.
- Assist in preparing compliance reports and ensuring members meet audit requirements under EPR frameworks.

4. Tech-Enabled Membership Services:

- Support KEPRO's efforts to integrate technology into its membership management processes.
- Facilitate member training and adoption of KEPRO's tech platforms for compliance reporting, engagement, and tracking.
- Provide feedback on technology solutions to enhance member experience and operational efficiency.

5. Communication & Outreach:

- Assist in preparing and disseminating newsletters, updates, and key information to members.
- Coordinate member-focused events, such as webinars, training sessions, and networking forums.
- Promote KEPRO's programs and initiatives to encourage active member participation.

6. Program Coordination:

- Assist in planning and executing membership growth initiatives and retention strategies.
- Collaborate with internal teams to address member needs related to waste management, sustainability, and the circular economy.

7. Partnership Support:

- Identify potential opportunities to enhance member value through partnerships with industry stakeholders.
- Support the Membership and Advocacy Manager in cultivating relationships with key partners to benefit the membership base.

8. Advocacy Support:

- Assist in identifying member-related advocacy needs and support the development of relevant strategies.



- Provide input for policy recommendations based on member feedback and emerging trends.

9. General Support:

- Provide administrative support for membership-related activities, including invoicing and tracking payments.
- Perform other duties as may be assigned from time to time by the Membership and Advocacy Manager or the KEPRO CEO.

Qualifications and Experience

- **Education:**
 - A Diploma or Degree in Business Administration, Environmental Studies, Communications, or a related field.
- **Experience:**
 - 3–5 years of experience in membership management, customer service, or a similar role.
 - Familiarity with waste management, compliance programs, or producer responsibility frameworks is an added advantage.

Key Skills and Competencies

- Strong communication and interpersonal skills to engage with diverse stakeholders effectively.
- Proven experience in building and maintaining relationships to support member retention.
- Knowledge of environmental laws, particularly the Sustainable Waste Management Act 2022 and EPR Regulations 2024.
- Ability to work collaboratively in a team and independently when needed.
- Proficiency in CRM systems, membership management tools, and Microsoft Office Suite.
- Analytical skills to interpret data and generate actionable insights.
- Commitment to promoting sustainability and advancing KEPRO's vision of a tech-enabled circular economy.

Why Join KEPRO?

KEPRO offers an exciting opportunity to contribute to Kenya's circular economy by supporting industry players in achieving compliance and promoting sustainable waste management



practices. As a Membership Assistant Officer, you will play a pivotal role in enhancing member engagement, retention, and advocacy, helping KEPRO achieve its tech-enabled goals.

How to Apply

Interested and qualifying candidates should complete the online application and submit their CV and application letter via the KEPRO Job Portal accessible via <https://kepro.co.ke/careers>

The deadline for applications is **8th December 2024**.

Due to the large volume of submissions expected, please note that only the shortlisted ones shall be contacted.

KEPRO is an equal-opportunity employer and encourages applications from all qualified candidates.