

Senior Customer Care Assistant – 2 Positions at Kenya Plant Health Inspectorate Service (KEPHIS)

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Job Description

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Kenya Plant Health Inspectorate Service (KEPHIS) is the government parastatal whose responsibility is to assure the quality of agricultural inputs and produce to prevent adverse impact on the economy, the environment and human health. Vision: Healthy plants, safe trade and sustainable aggro-environment for a prosperous Kenya. Mission: To provide a science based regulatory service by assuring plant health, quality of agricultural inputs and produce for food security, globally competitive agriculture and sustainable development.

Duties and Responsibilities:

Receiving, Directing and relaying telephone messages;

Directing visitors and customers to the appropriate staff member when they come to KEPHIS for services;

Receiving and record mails/parcels then distributes them to the relevant office;

Maintaining visitor's book for analysis by respective departments;

Ensuring information materials are available at the reception and availing the same to clients;

Opening and date stamping all general correspondences;

Assisting in the planning and preparation of meetings, conferences and conference telephone calls;

Responding to public enquiries;

Answering all incoming calls and handle call enquiries whenever possible;

Redirecting calls as appropriate and take adequate messages when required;

Recording and type all incoming visitors names for analysis per department;

Ensuring information materials are available at the reception and request clients to get a copy;

Opening the biometric door for clients.

Person Specification

For appointment to this grade a candidate must have:

At least four years relevant work experience;

Diploma in Telecommunications Operations, Front Office Management, Customer Care or its equivalent from an institution recognized in Kenya preferably KNEC;

Proficiency in Computer Applications;

Good Public Relations Skills;

Diploma in Telecommunications Operations, Front Office Management, Customer Care or its equivalent from a recognized institution;

Compliance with Chapter Six of the Constitution,

Skills

Proficiency in computer applications;

Communication skills;

Interpersonal skills;

Report writing skills;

Negotiation skills;

Problem solving skills.

Competencies

Ability to work under pressure;

Ability to work independently and in a team;

Ability to multi-task and prioritize work; and

Demonstrated ability to implement Quality Management Systems

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