



KENYA INSTITUTE OF SUPPLIES MANAGEMENT
“Promoting Professionalism in Supply Chain Management”

23RD DECEMBER, 2024

SHORT TERM CONTRACTS – CUSTOMER SERVICE ASSISTANT (2 POSTS)

The Kenya Institute of Supplies Management is a corporate body established through an Act of Parliament, the “Supplies Practitioners Management Act (SPMA), 2007”. KISM is mandated to make provision for the training, registration and licensing of supplies practitioners; to regulate their practice and for connected purposes. The Institute serves as the National body for Procurement and Supply Chain Professionals in the private and public sectors in Kenya.

The KISM Council is seeking to recruit highly motivated and customer-oriented individual to join our team as a **CUSTOMER SERVICE ASSISTANT ON SIX MONTHS CONTRACT RENEWABLE ON PERFORMANCE.**

Description of this vacancy and requirements is outlined here below:

Directorate: Corporate Services

Reporting to: Deputy Director, Marketing and Communication

Job Summary:

Responsible for providing exceptional customer service, addressing customer inquiries, and ensuring a positive experience for all clients.

KEY DUTIES AND RESPONSIBILITIES

- i. Provide exceptional customer service through phone, email, and online channels.
- ii. Actively listen to customer inquiries and concerns, demonstrating empathy and understanding.
- iii. Resolve customer issues promptly and efficiently, exceeding expectations whenever possible.
- iv. Follow established protocols and procedures for handling customer interactions.
- v. Accurately document customer interactions and maintain detailed records.
- vi. Identify and escalate complex issues or complaints to the appropriate team.
- vii. Upsell and cross-sell products and services to enhance customer satisfaction and revenue.
- viii. Contribute to positive customer reviews and brand reputation.
- ix. Proactively seek feedback from customers to identify areas for improvement.
- x. Adapt to changing customer needs and situations with a positive and professional attitude.

PERSON SPECIFICATIONS

For appointment to this grade, an officer must have: -

- i. Diploma in Customer Service, Front office management, Public relation and communication, office management, Business Administration, or related field.
- ii. Bachelor's degree in the courses mentioned in (i) will be an added advantage.
- iii. Minimum of 1 year of experience in a customer service or related role.
- iv. Proficiency in Microsoft Office and CRM software is an advantage.

SKILLS AND COMPETENCIES

- i. Excellent communication and interpersonal skills.
- ii. Strong problem-solving abilities and attention to detail.
- iii. Ability to work in a fast-paced environment.
- iv. Positive attitude, reliable, and a team player.

HOW TO APPLY

Qualified and interested candidates are invited to read detailed job profile on our website www.kism.or.ke and apply **online** indicating the job title and the reference number, addressing their application letter to:

**The Chief Executive Officer
Kenya Institute of Supplies Management,
KISM Tower 12th Floor, Ngong Road
P. O Box 30400-00100, Nairobi**

Candidates must attach **PDF** copies of their CV with full details of educational background, professional qualifications, work experience and copies Academic and Professional certificates. Candidates who are subsequently invited to attend formal interviews must produce originals of all the scanned documents during the interview.

Applications **MUST** be submitted online via <http://careers.kism.or.ke/> so as to reach the Institute on or before **MIDNIGHT on MONDAY 6TH JANUARY, 2024.**

KISM is an equal opportunity employer. People living with disability, women and youth are encouraged to apply. Only shortlisted candidates will be contacted.