HRJOBS EX01 2223-JOB DESCRIPTIONS

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JD 01 Job Description for Principal Office Administrator (1 Post)

| Job Title | Principal Office Administrator |
|--------------------------|--|
| Grade | KS 6 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Legal Services & Corporation Secretary |
| Department | Legal Services & Corporation Secretary |
| Division | Legal Services & Corporation Secretary |
| Section / Unit | Legal Services & Corporation Secretary |
| Location / Work Station | KEBS Headquarters, Nairobi |

| Reporting Relationships | |
|-------------------------|--|
| Reports to | Director, Legal Services & Corporation Secretary |
| Direct Reports | Driver |
| Indirect Reports | |

Job Purpose

To provide administrative and technical support to the Director Legal Services in relation to matters of Governance, Board services and legal services. General management of the office, records and document management.

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

Supervising the Driver.

- a) Organizes, plans and prioritizes work in the Director's office
- b) Maintains and manages the Director's diary and calendar
- c) Supervises the Driver to ensure smooth flow of activities
- d) Evaluates Driver's performance on a monthly quarterly and annually

II. Operational Responsibilities / Tasks

- a) Handling Board members' communications
- b) Preparing Draft Annual Board work plan and Almanac for approval
- c) Coordination of Board induction and trainings
- d) Assisting the Corporation Secretary to maintain the Attendance Register, Conflict of Interest Register and Corporation Seal Register
- e) Preparing draft Notice and Agenda for Board Meetings
- f) Collating Board and Committee packs
- g) Scheduling Board and Committee meetings
- h) General coordination of Board activities and movement of the Board
- i) Documents and records management

- i) Prepare reports for the Director
- k) Schedule departmental meetings
- I) Take accurate and comprehensive minutes at meetings where requested
- m) Handle events and travel logistics for the Director
- n) Draft correspondence such as emails and letters
- o) Receives, sorts and disseminates correspondences, reports, returns, circulars, publications and all kinds of information on behalf of the Director
- p) Ensuring smooth flow of work in the office;
- q) Ensuring security of office records, documents and equipment;
- r) Effective management of office protocol;
- s) General administrative work and management of the office;
- t) Maintaining office petty cash; and

I. Financial Responsibility

Maintains office petty cash

II. Responsibility for Physical Assets

Responsible for physical assets in the directorate

III. Decision Making / Job Influence

- a)Plan the work of subordinates.
- b) Assign work to subordinates.
- c)Monitor subordinates work performance.
- d)......Makes decisions using the operational standards.

IV. Working Conditions

Works typically within the office, but also travel as and when required.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor of Business Management, Law or related degree

Professional Qualifications / Membership to professional bodies

- a) A Certificate for Personal Assistants/Executive Assistants
- b) Proficiency in computer applications.

Previous relevant work experience required.

7 years' experience as an Executive Assistant with 4 years' experience in handling Board matters.

Functional Skills, Behavioural Competencies/Attributes:

Functional Skills and competences

- a) Strong interpersonal skills
- b) Time management and organization skills
- c) Analytical skills
- d) Good oral and written communication skills
- e) Minute and report writing
- f) Tech-savvy and experience with word processing and email programs
- g) Proactive approach to problem-solving
- h) Ability to multitask
- i) Discretion and trustworthiness -keeps information confidential
- j) Flexibility and adaptability
- k) The ability to be proactive and take initiative

JD 02 Job Description for Quality Assurance Officer (14 Posts)

| Job Title | Quality Assurance Officer | |
|--------------------------|---|--|
| Grade | KS 8 | |
| Corporation/Organization | Kenya Bureau Of Standards | |
| Directorate | Quality Assurance And Inspection | |
| Department | Quality Assurance | |
| Division | Quality Assurance | |
| Section / Unit | a) Agriculture (2) b) Chemistry (4) c) Civil Engineering (2) d) Electrical Engineering (1) e) Food science (3) f) Mechanical Engineering (1) g) Textile Engineering (1) | |
| Location / Work Station | Head Office, Coast, MT. Kenya, North Rift, South Rift, North Eastern, Lake | |

| Reporting Relationships | |
|-------------------------|-------------------------------------|
| Reports to | Principal Quality Assurance Officer |
| Direct Reports | N/A |
| Indirect Reports | N/A |

Job Purpose

Implements conformity assessment systems based on approved specifications in inspection and certification of locally manufactured and imported products in specific sectors within the section including but not limited to: Mechanical, Civil, Building & Construction, Textile & Leather, Electrotechnical engineering; chemical, petrochemical, food and agriculture. This is to facilitate local, regional and international trade and ease of doing business while safeguarding consumer health and safety, protection of environment in line with Articles 42, 43(a, b, c & d), 46 (a, b & c) of the Constitution of Kenya and the Standards Act (Cap 496 Laws of Kenya); and entrenchment of a culture of quality for the realization of Kenya's vision 2030, African Union Agenda 2063 and United Nations Sustainable Development Goals.

| Key Responsibilities/ Duties / Tasks | |
|--|--|
| I. Managerial / Supervisory Responsibilities | |
| N/A | |
| II. Operational Responsibilities / Tasks: | |

- a) Implements conformity assessment systems based on Kenya Standard or approved specifications for the purpose of realization of sustainable development goals, Kenya vision 2030 and African Union Agenda 2063 and promote market access of Kenyan products;
- b) Develops over 2,000 products in Kenya through implementation of standards within specific sectors in the section which are key to the achievement of the Agenda 2063, Kenya Vision 2030 and the Sustainable Development Goals;
- c) Monitors the conformity assessment systems and legal requirements to safeguard health and safety of consumers and protection of environment;
- d) Prepares reports on compliance of locally manufactured products with regulatory and statutory requirements within specific sectors in the section;
- e) Implements the resource mobilization strategies to increase revenue base and ensure financial sustainability within specific sectors in the section;
- f) Develops and monitors individual performance targets in line with strategic plan to ensure realization of organizational objectives within the section;
- g) Executes contractual services requested by industry to ensure compliance of products to relevant standards within the section;
- h) Implements, maintains, monitors & evaluates and improves Management systems adopted by KEBS for the purpose of ensuring efficiency and sustained customer satisfaction within the section;
- i) Implements workplans, medium term expenditure framework, and procurement plans within the section;
- j) Implements product certification schemes of supervision and control in the section in order to facilitate manufacturing, trade, protect environment and health and safety of the consumers;
- k) Inspects and assesses factories for product compliance and gives feedback to the manufacturers and guides in implementation of corrective actions by manufacturers whose products fail to comply with the requirements of relevant standards within the section:
- I) Prepares factory inspection reports for consideration by Assistant Manager, Quality Assurance;
- m) Provides sector specific data for use in the review of Standards in the National and Regional standard development process in order to address emerging issues;
- n) Prepares justifications for firms seeking certification to Diamond Mark and submits to the Assistant Manager, Quality Assurance for consideration:
- o) Conducts risk profiling and analysis of locally manufactured products within specific sectors in the section and implements strategies for the safeguarding of the health and safety of consumers;
- p) Tracks payments of Product Certification and Testing fees to ensure all payments due to KEBS are collected;
- q) Implements of business continuity strategies to ensure resilience and sustainability of processes, products and services; and
- r) Implements sectional strategies, and product certification procedures for locally manufactured products to ensure health and safety of consumers; and protection of the environment.

I. Financial Responsibility

Responsible for revenue generation

II. Responsibility for Physical Assets

Responsible for physical assets in the section; including but not limited to the field test Equipment, ICT Equipment, Office Furniture and equipment.

III. Decision Making / Job Influence

Makes operational decisions within the section

IV. Working Conditions

- a) The job is predominantly field/factory based and involves travelling within country for industry engagements forums and meetings, and occasional travels outside the country for Product Certification functions.
- b) Exposure to hazardous chemicals and materials, and hostile working environment in the field and factory.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in Science, Technology, Engineering and Mathematics (STEM)

Professional Qualifications / Membership to professional bodies

- a) Registration with relevant professional bodies, e.g.:
 - i. Chemistry society of Kenya;
 - ii. Physics society of Kenya;
 - iii. Engineers Board of Kenya;
 - iv. Food Nutrition and Dietetics Board;
 - v. Kenya Institute of Food Science and Technology;
 - vi. Computer Society of Kenya;
 - vii. National Quality Institute or any other relevant body;
 - **viii.** Any other relevant professional body;

b) Gazetted Inspector

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes:

Functional Skills and competence

- a) Quality Inspection and Systems auditing Skills;
- b) Skills to apply Statistical quality control tools
- c) Negotiation skills;
- d) Prosecution skills:
- e) Project Management;
- f) Financial Management;
- g) Information, communication, and technology skills;
- h) Presentation skills;
- i) Report writing;

j) Analytical skills; and Behavioural:

- a) Problem solving skills;
 b) Time management skills;
 c) Communication skills; and
 d) Interpersonal skills.

JD 03 Job Description for Inspection Officer (14 Posts)

| Job Title | Inspection Officer, |
|--------------------------|--|
| Grade | KS 8 |
| Corporation/organization | Kenya Bureau of Standards |
| Directorate | Quality Assurance and Inspection |
| Department | Quality Inspection |
| Division | PVoC, |
| Section / Unit | a) Chemistry (4) b) Electrical Engineering (1) c) Textile Engineering (1) d) Food Science (6) e) Mechanical Engineering (1) f) Statistics (1) |
| Location / Work station | Entry Points – Inland Container Deport (ICD), Airport, SeaPort, Country Border Points Head Office, Coast, MT. Kenya, North Rift, South Rift, North Eastern, Lake |

| Reporting Relationships | |
|-------------------------|---------------------------------------|
| Reports to: | Principal Officer, Quality Inspection |
| Direct reports: | NA |
| Indirect Reports: | NA |

Job Purpose

Carries out Inspection activities and Services in the section to ensure that imported products comply with approved National, Regional and International Standards according to the Standards Act Cap 496 and KEBS strategic plan, by monitoring and evaluating quality inspections of imported products in Kenya to ensure safety of Kenyans, protect the environment and promote fair trade.

Key Responsibilities / Duties / Tasks

Managerial / Supervisory Responsibilities

N/A

Operational Responsibilities / Tasks

- a) Carries out visual checks on the imported goods to confirm specified requirements in the applicable standards have been met;
- b) Releases imported goods that show compliance with specifications of the applicable standard by issuing a certificate of release in accordance with Standards Act CAP 496 Laws of Kenya;
- c) Recommends for rejection of goods that fail to comply with Kenya standards, East African standards and approved international standards in critical parameters by filling out seizure notification;

- d) Recommends for release of goods under seal to established manufacturer/importer whose goods is cleared through the green channel by the Kenya Revenue Authority (KRA) and has no impact on health, safety and environment for destination inspection to avoid congestion at the entry point;
- e) Offers technical advisory and inspection services to clients/importer that need reassurance and assistance in exporting or importing goods worldwide;
- f) Participates in re-export of goods that have not been allowed into the country by ensuring that the importer has prepared export entry documents and that the goods leave the country;
- g) Draws samples and ensures safe handling from the point of sampling to dispatch to laboratories;
- h) Participates in the development and implementation of inspection Risk management system by using previous imports data in order to reduce the likelihood of releasing goods that have impact on health, safety and environment;
- i) Provides information necessary for development of new Kenya standards or review of existing ones;
- j) Ascertain rectification/rework as may be applicable for goods that fails to comply with Kenya standards in non-critical parameters;
- k) Participates in carrying out of training need assessment in order to identify performance requirements and the knowledge, skills, and abilities needed to achieve the departmental goals and objectives;
- Investigates and prepare Criminal Record files for prosecution of importers who are found importing substandard goods through the entry point to prevent dumping of substandard imported products into the Kenyan market;
- m) Keep inspection records and data on products released, sampled, rejected and reshipped, as a way of documenting evidence of inspection activities and evaluate progress in the station;
- n) Provides feedback on customer complaints and enquiries in order to improve on customer service delivery;
- o) Participates in corporate and sectional internal quality audits and ensure corrective actions are carried out in accordance with the requirements of International standards ISO 9001; and
- p) Inspects and ensure that pre-verification of conformity covered products not accompanied with certificate of conformity pays a penalty fee equivalent to 15% of cost freight and insurance (CIF) values of the goods.

Financial Responsibility:

Implementation of cost minimization and resources optimization strategies at the station

Responsibility for Physical Assets

Responsible for physical assets assigned to them e.g. Laptops, Desk tops computers and office furniture's

Decision Making:

Makes operational decisions at the stations

Working Conditions:

Predominantly undertakes field work in container freight stations, verification yards, docking vessels, inside containers and motor vehicle inspection centers.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM).

Professional Qualifications / Membership to professional bodies

- a) Registration with following professional bodies,
 - Chemistry society of Kenya
 - Physics society of Kenya
 - Food Nutrition and Dietetics Board
 - Computer Society of Kenya
 - Kenya Institute of Management
 - National Quality Institute
- b) Gazetted Inspector

Previous relevant work experience required.

NA

Functional Skills, Behavioral Competencies/Attributes:

Functional Skills

- a) Quality Inspection and Auditing Skills
- b) Prosecution Skills
- c) Financial management skills
- d) Information, communication, and technology skills
- e) Presentation skills
- f) Report writing
- g) Negotiation skills
- h) Analytical skills

Behavioural

- a) Counselling skills.
- b) Problem solving skills
- c) Time management skills
- d) Communication skills
- e) Interpersonal skills

JD 04 Job description for Market Surveillance Officer (23 Posts)

| Job Title | Market Surveillance Officer |
|--------------------------|---|
| Grade | KS 8 |
| Corporation/organization | Kenya Bureau of Standards |
| Directorate | Market Surveillance |
| Department | a) Agrochemical |
| | b) Engineering |
| Division | Mechanical & Textiles Engineering, Electrical & Civil Engineering, |
| | Food , Agriculture, Chemical |
| Section / Unit | a) Agriculture (2) |
| | b) Chemistry (5) |
| | c) Civil Engineering (3) |
| | d) Electrical Engineering (2) |
| | e) Food science (6) |
| | f) Mechanical Engineering (4) |
| | g) Textile Engineering (1) |
| | |
| Location / Work station | Head Office, Coast, MT. Kenya, North Rift, South Rift, North Eastern, |
| | Lake |

| Reporting Relationships | |
|-------------------------|---------------------------------------|
| Reports to: | Principal Market Surveillance Officer |
| Direct reports: | N/A |
| Indirect Reports: | NA |

Job Purpose

The job monitors and evaluates quality and compliance of locally manufactured and imported products in the Kenyan market to ensure effective and efficient implementation of Market Surveillance strategies and procedures to ascertain that the products comply with approved Kenya, Regional and International Standards to support development of industries in the Kenya, prevent proliferation of substandard products in the market, protect local manufacturers from illicit trade, prevent dumping of substandard products from foreign countries, and Protection of consumer right as envisaged in Article 46 (a, b & c) of the Constitution of Kenya 2010 and the Standards Act (Cap 496 Laws of Kenya) for the achievement of the African Union Agenda 2063, the Kenya Vision 2030, and the KEBS strategic objectives.

| Key R | esponsibilities / Duties / Tasks |
|-------|--|
| l. | Managerial / Supervisory Responsibilities |
| N/ | A |
| II. | Operational Responsibilities / Tasks |
| a) | Targets consignments based on risk profiling so as to eliminate substandard products from Kenyan Market. |

- b) Reports on status of product inspection status to facilitate enforcement and corrective actions on products that fail to comply with the requirements of corresponding standards and other regulatory requirements are

- seized in accordance with Section 14 Standard Act, Cap 496 Laws of Kenya.
- c) Addresses customer complaints related to Market Surveillance activities at the section in order to ensure that all complaints are resolved as per the procedure and submits reports to Principal Market Surveillance Officer for action.
- d) Implements, and monitors Management Systems adopted by KEBS in the department for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction;
- e) Gathers and evaluates market intelligence information and discusses with Principal Market Surveillance Officer for appropriate action.
- f) Monitors validity of product Certification Marks approved by KEBS on the products in the market.
- g) Seizes non-conforming products, organizes for transportation to KEBS seized products warehouses and is responsible for safe custody of the products.
- h) Organizes for destruction of seized products in consultation with Assistant Principal Market Surveillance Officer.
- i) Maintains records for samples collected, seized and destroyed products
- i) Provides technical advice to customer enquiries
- k) Analyses test reports of products sampled from the market.
- I) Conducts risk assessment of products to inform on
- m) Contributes in the development and implementation of Market Surveillance procedures in the section.

I. Financial Responsibility:

- a) Responsible for the section's budget of approximately KES 5 Million per annum
- b) Implementation of cost minimization and resources optimization strategies at the section

II. Responsibility for Physical Assets

Responsible for physical assets assigned to them e.g. Market Surveillance field equipment, Laptops, Desk tops computers and office furniture's

III. Decision Making:

- a) Makes operational decisions.
- **b)** Makes independent decisions in the field on handling of suspected substandard products in accordance with section 14 of the Standards Act, Cap 496 Laws of Kenya.

IV. Working Conditions:

- a) The job is predominantly office based but involves travelling within and outside the country for oversight of the sectional functions, stakeholders' engagements forums and meetings.
- b) Hostile working environment and occasional exposure to hazardous materials.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM).

Professional Qualifications / Membership to professional bodies

Registration with following professional bodies,

- i. Chemistry society of Kenya
- ii. Physics society of Kenya
- iii. Food Nutrition and Dietetics Board

- iv. Computer Society of Kenya
- v. Kenya Institute of Management
- vi. National Quality Institute

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes:

Functional Skills

- a. Negotiation skills
- b. Project management skills
- c. Information, communication, and technology skills
- d. Presentation skills
- e. Report writing
- f. Analytical skills

Behavioural

- a. Counselling skills.
- b. Problem solving skills
- c. Time management skills
- d. Communication skills
- e. Interpersonal skills

JD 05 Job Description for Laboratory Analyst. (14 Posts)

| Job Title | Laboratory Analyst | |
|--------------------------|--|--|
| Grade | KS8 | |
| Corporation/Organization | Kenya Bureau of Standards | |
| Directorate | Metrology and Testing | |
| Department | a) Bio-Chemical Testing | |
| Division | a) Microbiology Laboratory, b) Food Laboratory & Agriculture Laboratory, | |
| Section / Unit | a) Chemistry (8) b) Food science (2) c) Micro-biology (4) | |
| Location / Work Station | a) KEBS Head Office, Popo Road, Off Mombasa Road b) Lake Region, Kisumu, on Kibos road (KEBS Complex) c) Coast Region, Mombasa, Nkurumah road (KEBS Complex) d) North Rift Region - Eldoret, off Oloo street (KEBS Complex) | |

| Reporting Relationships | |
|-------------------------|------------------------------|
| Reports to | Principal Laboratory Analyst |
| Direct Reports | N/A |
| Indirect Reports | N/A |

Job Purpose

The job performs analytical work by using laid down procedures to determine product properties and characteristics using existing standards, customer supplied methods and laboratory developed test methods in line with requirements of ISO/IEC 17025, while maintaining safety in the laboratories

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

a) Conducts chemical, biological, and engineering measurement/testing for standards development, product conformity assessment, product certification and industry applications to ascertain product characteristics and conformance to legal, statutory, and contractual requirements

- b) Performs homogeneity, stability, selectivity, sensitivity, specificity, ruggedness, trueness, linearity, precision, matrix effects and measurement uncertainty studies to establish test methods performance characteristics.
- c) Participates in Development, monitoring and Evaluation of proficiency test materials and House Reference Materials (HRMS) by performing homogeneity, stability, repeatability and reproducibility studies on acquired test items to establish reference values for proficiency test materials.
- d) Verifies the correctness of test results by counter checking raw data and validates results and forwards for approval
- e) Maintains stock level for chemicals, reagents, glassware and equipment and other consumables by; developing specifications, evaluation and inspection to ensure seamless provision of laboratory services
- f) Implements the quality management system based on ISO/IEC 17025 and ISO 9001 to attain process efficiency, continual improvement and facilitate trade.
- g) Performs scheduled inhouse maintenance, calibration and intermediate checks on assigned equipment to maintain accuracy of measurements.
- h) Develops competence by training laboratory personnel on; Test methods, good laboratory practice; equipment handling, maintenance and operation; and quality control programs to ensure business continuity.
- i) Prepare individual weekly and monthly performance reports highlighting compliance to set targets
- j) Implements and provides input in review of the laboratory quality systems.
- k) Plans, and implements individual training programs as approved by laboratory management to ensure systematic personal development and delivery of testing services
- I) Performs assigned technical tasks in test method development
- m) Provides expert advice to the legal department in court cases involving testing issues.
- n) Gives recommendation on equipment, chemicals and reagents required for testing including designing simple modifications and fixtures to facilitate performance of tests.
- o) Applies good laboratory practices according to established protocols, safety guidelines and existing legislations such Occupational Health and Safety Act of 2007 to ensure safe work practices. Performs proficiency testing/ interlaboratory comparisons organized in the division.as a quality assurance and control measure to ensure validity of results.
- p) Provides technical advisory services on product specifications and test methods in the development of national, regional, and international product standards.
- q) Performs laboratory assessments, technical and system audits, reviews audit findings, develops and implements corrective/improvement action plans in the section.
- r) Participates as a technical officer in key comparisons and pilot studies in chemical, biological and engineering measurements organized at international level (BIPM) to demonstrate calibration and measurement capabilities in chemical, biological and engineering at the highest level.
- s) Monitors assigned equipment performance and maintenance. Implements approved research programs, prepares reports on technical findings for submission to the supervisor.
- t) Monitors quality control programmes in the laboratory by analysing data, using statistical techniques to establish trends in order to ascertain process control.
- u) Compiles data on the performance of the laboratory through weekly monthly, quarterly and annual reports to monitor compliance to Customer service charter
- v) Participates in review of laboratory Standard Operating Procedures for suitability and relevance in line with international standard requirements.

- w) Provides technical advisory services on product specifications and test methods in the development of national, regional and international product standards.
- x) Evaluates new and customer supplied methods by conducting method performance characteristics assessment to ascertain their suitability for adoption for use in the laboratory.
- y) Performs homogeneity, stability, repeatability, and reproducibility studies on developed reference materials

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for assigned physical assets in the laboratory section/unit including equipment and standards estimated at KES 5 Million

III. Decision Making / Job Influence

Analytical decisions

IV. Working Conditions

Works occasionally in the office and predominantly within in the laboratory with exposure to chemical, electrical, mechanical, radiation and biological hazards;

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in Chemistry, Microbiology, Mechanical engineering, Biotechnology, Food science, Agriculture, Electrical engineering, Civil engineering, Textile Engineering, Biochemistry, and Biological Sciences.

Professional Qualifications / Membership to professional bodies

- a) Registration with any of the following Professional bodies e.g.:
 - Engineers Board of Kenya;
 - ii. Kenya Chemical society;
 - iii. Physical Society of Kenya;
 - iv. Food Nutrition and Dietetics Board:
 - v. Kenya Institute of Management;
 - vi. Kenya Engineering Technology Registration Board; and

Previous relevant work experience required.

N/A

Functional Skills, Behavioural Competencies/Attributes:

Functional

- a) Sample preparation skills
- b) Biological, Chemical and Engineering Measurement skills

- c) Advanced statistics and data analysis
 d) Test method development, validation and verification
 e) Test result computation, validation and assessment skills
- Equipment maintenance, troubleshooting skills. f)
- g) ICT skills
- h) communications skills
- i) Sampling skills
- Integrity

JD 06 Job Description for Standards Officer (10 Posts)

| Job Title | Standards officers |
|--------------------------|---|
| Grade | KS 8 |
| Corporation/organization | Kenya Bureau of Standards |
| Directorate | Standards Development |
| Department | Standards Development and Trade |
| Division | Mechanical, Textile & Leather, Chemical, Food, Agriculture, International/Regional/EAC Trade |
| Section / Unit | a) Civil Engineering (2) b) Electrical Engineering (2) c) Food Science (1) d) Information Science (1) e) Mechanical Engineering (4) |
| Location / Work station | KEBS HQs, Popo Road, Off Mombasa Road |

| Reporting Relationships | |
|-------------------------|-------------------|
| Reports to: | Principal Officer |
| Direct reports: | N/A |
| Indirect Reports: | N/A |

Job Purpose

Responsible for the development of Standards and other guiding deliverables (Publicly Available Specifications (PAS), Technical Reports (TR), Company standards and National workshop agreements (NWA)) in sector specific industry and trade processes for the purpose of facilitating local, regional, and international trade and promoting innovation in Kenyan Industries for the realization of KEBS vision of becoming global leader in standard-based solutions that deliver quality and confidence while protecting the environment and entrenchment of a culture of quality.

Articulates Kenya's position in Standardization, Metrology and Conformity Assessment (SMCA) in regional and international fora to promote innovation, trade, and quality life.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Coordinates the development of Regional Standards (East Africa Standards and ARSO Standards) and International Standards within a specific sector through involvement of stakeholders in Regional Technical Committees (TCs) for purposes of elimination of technical barriers to trade (TBTs);
- b) Coordinates establishment of National Technical Committees (TCs)/mirror committees for purposes of balanced stakeholders' engagement in standards development to influence the direction of development of standards at national, regional and international levels;
- c) Coordinates the development and resolution of Kenya's position to International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC) Secretariats on draft International Standards for the purpose of influencing technical contents of the published international Standards:
- d) Coordinates and is responsible for the development of Kenya Standards and other deliverables (Publicly Available Specifications (PAS), Technical Reports (TR), Company standards and National workshop agreements (NWA)) through involvement national Technical Committees (TCs) within a specific sector for purpose of facilitating trade, protection of health and safety of consumers and environment;
- e) Implements corporate risk management framework in the section and advises on emergent strategies to reduce the likelihood and impact on realization of organizational objectives in the section
- f) Conducts Standards publicity activities (through workshops, seminars) within various sectors for creation of awareness, training, increased uptake of published standards and integration of Standards in Regulations/policies;
- g) Implements, maintains, monitors & evaluates Management systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction;
- h) Undertakes research activities in the section with an aim to gathering relevant technical data on industry standardization needs for standards development;
- i) Develops proposed standards projects within the section and recommends for approval;
- j) Implements stakeholders' feedback on the management of the standards development process and navigating challenges relating to requirements of standards specifications
- k) Coordinates the development of national position by relevant National Technical Committee

Job Dimensions:

I. Financial Responsibility:

N/A

II. Responsibility for Physical Assets

Responsible for computer assigned by the organization.

Responsible for standards information documents

III. Decision Making:

Makes operational decisions

IV. Working Conditions:

- a) Works predominantly within the office.
- b) Expected travels within and outside the country

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Bachelor's Degree in Science, Technology, Engineering, and mathematics (STEM), humanities and social sciences.

Professional Qualifications / Membership to professional bodies

Registration with relevant professional bodies:

- a) Engineers Board of Kenya,
- b) Chemical society of Kenya
- c) Physics society of Kenya
- d) Food Nutrition and Dietetics Board
- e) Computer Society of Kenya
- f) Kenya Institute of Management
- g) National Quality Institute

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes:

Functional Skills

- a. Negotiation skills
- b. Project management skills
- c. Supervisory skills
- d. Information, communication, and technology skills
- e. Leadership skills
- f. Presentation skills
- g. Report writing
- h. Analytical skills
- i. Auditing Skills

Behavioural

- a. Counselling skills.
- b. Problem solving skills
- c. Time management skills
- d. Communication skills
- e. Interpersonal skills

JD 07Job Description for Metrology Officer (2 Posts)

| Job Title | Metrology Officer |
|--------------------------|---|
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Metrology and Testing |
| Department | Metrology |
| Division | Mass, Pressure, Length, Volume and Flow, Density & Viscosity, Force, Temperature, AC/DC, Dosimetry, Acoustics and Vibration, Time and Frequency, Energy and Transformer, Photometry Engineering Services, Measurement Technology and Solutions, High (Radio) Frequency. |
| Section / Unit | a) Mechanical Engineering (1)b) Electrical Engineering (1) |
| Location / Work station | KEBS Headquarters – Nairobi, Coast Region– Mombasa, Lake Region – Kisumu, South Rift Region- Nakuru, North Rift – Eldoret, Mt. Kenya – Nyeri |

| Reporting Relationships | |
|-------------------------|-----------------------------|
| Reports to | Principal Metrology Officer |
| Direct reports | N/A |
| Indirect Reports: | N/A |

Job Purpose

Implements testing and calibration of precision instruments, gauges and scientific apparatus, determination of their degrees of accuracy by comparison with international standards; conduct scientific research on emerging measurement technology and dissemination of new measurement units and methods for traceability the assigned section. This is to promote comparability of measurements and related activities with the view of facilitating local, regional and international trade and ease of doing business while safeguarding consumer health and safety, protection of environment in line with Articles 42, 43(a, b, c & d), 46 (a, b & c) of the Constitution of Kenya and the Standards Act (Cap 496 Laws of Kenya); and entrenchment of a culture of quality for the realization of Kenya's vision 2030, African Union Agenda 2063 and United Nations Sustainable Development Goals.

| Key Re | Key Responsibilities / Duties / Tasks | | |
|--------|---|--|--|
| I. | Managerial / Supervisory Responsibilities | | |
| N/A | | | |
| II. | Operational Responsibilities / Tasks | | |
| a) | Implements metrology policies and strategies in the assigned sections in order to safeguard health and safety of over 50 Million consumers in Kenya; protection of the environment; entrenchment of a culture of quality in the country for delivery of KEBS mandate, realization of Kenya Vision 2030, African Union | | |

- Agenda 2063 and United Nations Sustainable Development Goals;
- b) Executes measurement framework in the assigned section based on international measurement best practices for safer sustainable products, innovation and product development while safeguarding consumer health and safety, protection of the environment, reduction of technical barriers to trade and enhance competitiveness of Kenyan products and services;
- c) Maintains traceability of national measurement to International System of Units (SI) in the assigned sections to ensure international recognition of measurement results;
- d) Participates in the development, and adoption of the International System of Units (SI) and additional units of measurement in the assigned sections to facilitate trade, protect human health and environment;
- e) Participates in the development, submission and maintenance of Calibration and Measurement Capabilities (CMCs) in the International Bureau of Weights and Measures (BIPM) Key Comparison Databases in the assigned section for International recognition to facilitate international trade; safeguarding consumer health and safety;
- f) Executes international comparisons of primary standards, measurement standards and certified reference materials (CRMs) to achieve international equivalence;
- g) Implements business continuity strategies to ensure resilience and sustainability of section's processes, products and services:
- h) Calibrates metrology measurement standards which are used to calibrate industrial and scientific equipment to ensure accuracy and linkage to the international system of unit.
- i) Implements work plans, budget, and procurement plans in the section;
- j) Provides internationally recognized calibration services to industry, scientific organizations and government through measurement comparisons of physical, chemical and biological quantities for product quality and production process improvement within the assigned section;
- k) Participates in provision of training on measurements to Industry, academia and other National Metrology Institutes/National Standards bodies to promote best practices in measurement sciences in the assigned fields and enhance local and international trade;
- I) Executes the realization, maintenance and traceability of units of measurement to the International System of Units (SI) in the assigned section;
- m) Maintains the National Measurement Standards in the assigned fields for purpose of establishing the Kenya measurement system in carrying out scientific metrology and maintaining primary national standards;
- n) Participates in the development of calibration and measurement methods for national and international industry to ensure accuracy of measurements to facilitate fair trade practices;
- o) Participates in Technical Committees and Working Groups at national, regional and international fora on specialized measurement fields to promote global comparability of measurements;
- p) Implements, monitors, evaluates and takes necessary corrective actions for improvement of the Management Systems adopted by KEBS in the assigned section for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction;
- q) Implements sectional performance targets, submits reports to the Principal Officer, Metrology;
- r) Participates in monitoring of risks related to section processes, updates the risk register, and submits reports for consideration by Assistant Manager, Metrology;
- s) Implements the recommendations of the Technical Committee and Working Groups at national regional and international fora on specialized measurement fields.

I. Financial Responsibility:

Generates Revenue

II. Responsibility for Physical/Intangible Assets

Responsible for physical assets (National Measurement Standards, National Reference, equipment, state-of-the-art Research & Development facilities.)

III. Decision Making/Job Influence

Makes operational decisions for the section.

IV. Working Conditions

- a) Works predominantly within the office,
- b) Make occasional visits to the laboratories within Metrology department with exposure to radiation chemicals, vibration among other hazards, and
- c) Expected travels locally and internationally.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM).

Professional Qualifications / Membership to professional bodies

Registration with relevant professional bodies:

- a) Registration with any of the following Professional bodies e.g.:
 - b) Engineers Board of Kenya;
 - c) Kenya Chemical society;
 - d) Physical Society of Kenya;
 - e) Kenya Institute of Management;
 - f) Kenya Engineering Technology Registration Board;
 - g) Kenya Medical Laboratory Technicians and Technologists Board; and
 - h) National Quality Institute.

Previous relevant work experience required.

N/A

Functional Skills, Behavior Competencies/Attributes

Functional Skills:

- a) Measurement skills;
- b) Analytical skills;
- c) Investigation skills;
- d) Auditing /Assessor skills;
- e) Negotiation skills;
- f) Project management skills;
- g) Financial management skills;
- h) Information, communication, and technology skills;
- i) Presentation skills; and

j) Report writing.

Behavioural

- a) Counselling skills;
- b) Problem solving skills;
- c) Time management skills;
- d) Communication skills; and
- e) Interpersonal skills.

JD 08 Job Description for Certification Officer (3 Posts)

| Job Title | Certification Officer |
|--------------------------|--|
| Grade | KS 8 |
| Corporation/organization | Kenya Bureau of Standards |
| Directorate | Standards Development |
| Department | Certification Body |
| Division | a) Quality Management System -QMS,b) Information Security Management System - ISMS,c) Personnel Certification - PC. |
| Section / Unit | a) Quality Management System –QMS (Learning Institutions Public Administration, &other organizations) b) Information Security Management System - ISMS, |
| | c) Personnel Certification – PC (Audit Personnel, Welders & Non- Destructive Testing). |
| Location / Workstation | KEBS Headquarters, Popo Road, Nairobi |

| Reporting Relationships | |
|-------------------------|---------------------------------|
| Reports to: | Principal Certification Officer |
| Direct reports: | N/A |
| Indirect Reports: | N/A |

Job Purpose

The job Implements strategic objectives at the Certification Body by planning, organizing, coordinating and implementing the audit and certification schemes (QMS, FSMS, EMS, OHMS, ISMS, PC) in public and private sector in order to promote industry (services/products) competitiveness and increasing efficiency and effectiveness of its operations by providing internationally recognized conformity assessment service, based on adopted international standards and requirements in realization of sustainable development goals, Kenya vision 2030 and African Union Agenda 2063 regional in relevant management system for effective and efficient management of businesses/institutions.

| Key R | Key Responsibilities / Duties / Tasks | | |
|---|---------------------------------------|--|--|
| Managerial / Supervisory Responsibilities | | | |
| | | | |
| II. | Operational Responsibilities / Tasks | | |

- a. Implements identified Conformity Assessment Schemes, aimed at promoting industry (services/products) competitiveness and increasing efficiency and effectiveness of the operations of the industry by providing internationally recognized conformity assessment services both nationally and in the African Region;
- Provide technical support in decision making process on management system certification, personnel registration and communicates final decisions to applicants;
- c. Undertakes System Accreditation to adopted international standards KS ISO/IEC 17021 Conformity assessment requirements for bodies providing audit and certification of management systems, KS ISO/TS 22003 food safety management systems requirements for bodies providing audit and certification of food safety management systems, Food Safety System Certification FSSC 22000 Scheme requirements and KS ISO/IEC 17024 Conformity assessment requirements for bodies operating certification of persons, for compliance purposes and improved international recognition;
- d. Implements performance management and productivity improvement strategies in the section to increase the Certifications Body market share;
- e. Contribute towards the Certification Body's achievement of KEBS Corporate Strategic Objectives;
- f. Implements, maintains and evaluates the performance of Management systems certifications adopted by KEBS for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction:
- g. Coordinates conformity assessment
 – system certification (QMS, EMS, ISMS, FSMS) issues in public
 institutions to build, support and sustain the national quality culture;
- h. Implements policies on personnel certification scheme and the established management system schemes to guide in performance of department's functions;
- Participates in the FSSC integrity program including addressing nonconformities arising from the Integrity Program and managing of FSSC auditor competence;
- Participates in the accreditation assessment (Food Safety System Certification FSSC, Kenya Accreditation Service -KENAS and Dutch Accreditation Council - RVA) to maintain the certification body accreditation status for demonstration of competence and international recognition;
- k. Undertakes internal audits and participate in departmental meetings for purposes of performance improvement in the Certification Body;
- Generates proposals/quotations for clients in accordance with the guidance documents such as international accreditation forum mandate documents;
- m. Implements adopted risk mitigation actions at the divisional level;
- n. Markets and promotes certification services of the certification body (CB); and
- o. Resolves and Handles customer enquiries, complaints and appeals in relation to certification services.

- I. Financial Responsibility:
 - a. Generates revenue of approximately KES 7 M per annum
- **II.** Responsibility for Physical Assets

a. Ensures prudent utilization of physical assets (computer, workstation, phones and office Furniture's and Equipment) in the section/division.

III. Decision Making:

- a. Makes operational decisions and
- b. Makes financial decisions

IV. Working Conditions:

- a. Works predominantly within the office.
- b. Expected travels within and outside the country

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

a. Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM), in Biomedica and Mechanical Engineering.

Professional Qualifications / Membership to professional bodies

Registration with relevant professional body e.g.

- a. KEBS Personnel Certification scheme,
- b. Kenya Institute of Management
- c. Kenya Nutritionists and Dieticians Institute KNDI
- d. International register for certification auditors. IRCA
- e. Engineers Board of Kenya
- f. Chemical society of Kenya.
- g. Food Science and Technology Platform of Kenya.

Previous relevant work experience required.

N/A.

Functional Skills, Behavioral Competencies/Attributes:

Functional

- a. Knowledge on management systems.
- b. International standards development Skills
- c. Information security management skills
- d. Presentation skills
- e. Report writing
- f. Analytical skills

Behavioural

- a. Counselling skills.
- b. Problem solving skills

- c. Time management skills
- d. Communication skills
- e. Interpersonal skills
- f. Negotiation skills

JD 09 Job Description for Legal Officer (1 Post)

| Job Title | Officer, Legal Service |
|--------------------------|--|
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Corporation Secretary/Legal Services |
| Department | Legal |
| Division | Commercial Transactions, Litigation and Alternative Dispute Resolution |
| Section / Unit | Commercial Transactions, Litigation and |
| Location / Work Station | KEBS Headquarters, Nairobi |

| Reporting Relationships | |
|-------------------------|-------------------------------|
| Reports to | Chief Manager, Legal Services |
| Direct Reports | |
| Indirect Reports | Paralegal/Clerk |

Job Purpose

The Job is responsible for providing legal support to the organisation through legal research, drafting of various legal instruments, providing legal opinions, representing KEBS in court.

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

II. Operational Responsibilities / Tasks

- a) Drafts legal instruments and internal policies and ensures that they are in compliance with all statutory or legal requirements.
- b) Liaise with relevant departments to ensure that where legal risks and liabilities have been identified, appropriate courses of action have been taken.
- c) Interprets legal information and disseminates appropriate legal requirements to staff.

- d) Drafts and negotiates documentations for business transactions.
- e) Communicates within and across Legal Office and foster a work environment conducive to efficient results-based team work by ensuring that there is technical, administrative and financial support.
- f) Prepares reports, pleadings and defences on behalf of the corporation and attends to court matters, tribunals, arbitration and other quasi-judicial bodies.
- g) Provides professional support in drafting legal opinions and interpretations of court rulings and judgments for effective implementations.
- h) Reviews pre-trial and/or briefs from departments in the organization to ensure water tight cases for the corporation.
- i) Peruses served court pleadings and ensures prepares responses on the same.
- j) Carrying out legal research to keep abreast with new developments in court processes and amendments of various legislations.
- k) Prepares monthly, quarterly and annual reports for management as appropriate.
- I) Participate in maintenance of quality management systems standards by taking part in internal quality audits and management review meetings.

I. Financial Responsibility

Participating in development of budgets

II. Responsibility for Physical Assets

Responsible for physical assets in the directorate.

III. Decision Making / Job Influence

Makes operational decisions.

IV. Working Conditions

Works typically within the office, but also travel to take part in meetings

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor of Laws degree

Professional Qualifications / Membership to professional bodies

- c) Post Graduate Diploma in Law
- d) Admission as an Advocate of the High Court of Kenya
- e) Member of the Law Society of Kenya and in good standing
- f) Current Practicing Certificate from Law society of Kenya

Previous relevant work experience required.

2 years

Functional Skills, Behavioural Competencies/Attributes:

Functional Skills and competences

- I) Interpersonal skills
- m) Time management skills
- n) Analytical skills
- o) Communication skills
- p) Minute writing
- q) Report writing
- r) Leadership skills
- s) Problem solving skills
- t) Negotiation skills

JD 10 Job Description for Supply Chain Officer (4 Posts)

| Job Title | Supply Chain Officer |
|--------------------------|----------------------------|
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | N/A |
| Department | Supply Chain |
| Division | Procurement Services |
| Division | Warehouse & Inventory |
| Section / Unit | Procurement Services |
| | Warehouse & Inventory |
| Location / Work Station | KEBS Headquarters, Nairobi |

| Reporting Relationships | |
|-------------------------|--------------------------------|
| Reports to: | Principal Supply Chain Officer |
| Direct reports: | N/A |
| Indirect Reports: | N/A |

Job Purpose

Implements supply chain management strategies through participation in identification, prequalification and registration of suppliers; procurement of goods, works and services; evaluation of supplier performance, vendor management, safe storage and disposal of assets in the assigned section in accordance with the provisions of Public Procurement and Asset Disposal Act, related laws and regulations for the purpose of facilitating and supporting KEBS mandate on Standards, Metrology and Conformity Assessment (SMCA) for the realization of KEBS vision, Mission and strategic objectives.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Implements supply chain strategies, policies and procedures for delivery of KEBS strategic objectives;
- b) Prepares work plans and submits to the Principal officer, Supply Chain for approval;
- c) Reviews requisition orders in order to verify accuracy, terminologies and specifications to ensure procurement of high quality products and services;
- d) Develops specification for equipment, materials, furniture and services in the assigned area of responsibility;
- e) Verifies availability of the budget and procurement plan before initiating procurement process;

- f) Identifies cost-saving and cost reduction opportunities to receive value for money;
- g) Prepares and maintains accurate purchase records and documentation on all tenders, Local Purchase Order and Local Service Order collected by Suppliers/ Contractor, solicitations, responses, purchases, contracts, correspondences, and related follow ups;
- h) Prepares bid documents, tender and quotations documents, evaluation and prepares professional opinion for Principal Officer's consideration.
- i) Stores and safeguards procurement records including tender specifications, quotations, tender bids, Local Purchase Order and Local Service Order collected by Suppliers/ Contractors;
- Undertakes periodic and annual stock verifications to ascertain the quantities of materials held in stock, fast moving and slow moving items.
- k) Implements stores safety practices in accordance with the Health & Safety Policy to ensure stores staff are operating in good working environment;
- Guides in identification of assets for disposals and coordinates the process of disposal of identified items;
- m) Participates in appraisal suppliers to evaluate their performance in the assigned sections and submits reports to the Principal officer, Supply Chain;
- n) Provides secretariat services during the opening and evaluation of Quotations, Tenders, Proposals and Expressions of Interest and disposal committees
- Participates in setting of sectional performance targets, monitors implementation, submits reports,
 Principal officer Supply Chain;
- p) Approves stores requisitions, replenishment and new purchases;
- q) Verifies supplier invoices against purchase orders before forwarding to Finance for payment.
- r) Updates bin card are after receipt and issuing of goods from the stores;
- s) Undertakes periodic and annual stock verifications to ascertain the quantities of materials held in stock, fast moving and slow moving items;
- t) Implements stores safety practices in accordance with the Health & Safety Policy to ensure stores staff are operating in good working environment;
- Prepares monthly, quarterly and annual statutory and regulatory procurement reports and submits to Principal Officer, Supply Chain in compliance with the Public Procurement and asset disposal Act and its regulations and stores procedures;
- v) Implements adopted management systems and participates in internal quality audits, root cause analysis and implementation of corrective actions in line with the requirements of adopted management systems for improvement of management system; and
- w) Implements the Risk Management Framework to ensure mitigation against the negative effects on the set objectives

I. Financial Responsibility:

Raises LPOs and LSOs

II. Responsibility for Physical Assets

Responsible for physical assets assigned by the institutions e,g laptops, printers and office furniture

III. Decision Making:

Make decisions operational decisions.

IV. Working Conditions:

Works predominantly within the office.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Bachelor's degree in a Purchasing & Supplies or its equivalent.

Professional Qualifications / Membership to professional bodies

Member of KISM and/or CIPS

Diploma in Purchasing and Supplies or equivalent

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes

Functional

- a) Auditing Skills;
- b) Information, communication, and technology skills;
- c) Proficiency in various procurement software e.g. Sage ACCPAC;
- d) Presentation skills;
- e) Report writing;
- f) Analytical skills; and
- g) Conflict resolutions.

Behavioral attributes

- a) Counselling skills;
- b) Problem solving skills;
- c) Time management skills;
- d) Communication skills;
- e) Interpersonal skills; and
- f) Confidentiality.

JD 11 Job Description for Accountant (2 Posts)

| Job Title | Accountant |
|--------------------------|---|
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Finance and Strategy |
| Department | Finance |
| Division | Management Accounts Financial Accounts |
| Section / Unit | Management Accounts, Receivables, Financial Reporting, Payables Payroll |
| Location / Work Station | KEBS Headquarters-Nairobi, Regional Offices |

| Reporting Relationships | |
|-------------------------|---|
| Reports to | Principal Accountant-Financial Accounting/ Payables/Receivables/Management Accounts/Payroll |
| Direct Reports | Accountant. |
| Indirect Reports | Assistant Accountant. Senior Assistant Accountant. |

Job Purpose

Implements finance policies, strategies, and procedures in the assigned section/region to improve the financial health of the organization for the purposes of facilitating and supporting KEBS mandate on Standards, Metrology and Conformity Assessment (SMCA);

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Prepares bank reconciliation reports and ensure that cash book and balance statement are in line with the operational account entries;
- b) Provides bank charges schedule on a monthly basis for all accounts for management accounts and final accounts;
- c) Implements annual budget and ensures revenue and expenditure is kept within the budget;
- d) Reconciles and updates supplier statements with KEBS records and responds to customer queries;
- e) Prepares payment vouchers and imprests upon receipt of complete documentation from user departments, and recording in the payment circulation register and forwarding certification, examination and approval;
- f) Monitors payments processing, Vote balances, charging of proper votes, and recommend

correction on deviated expenditure;

- g) Maintains and secures accountable documents and financial records;
- h) Reconciles and accounts for all revenue received from all regions and headquarters against banking to ensure services rendered are paid for;
- i) Verifies the validity of supplier payments by checking whether proper authority and all the necessary supporting documents are attached for purposes of payment;
- j) Examines casual, temporary payroll deductions staff payment to ensure accuracy and compliance with statutory deductions;
- k) Reconciles balance in the fixed asset subsidiary ledger with the summary-level account in the general ledger for annual accounts;
- I) Sets objectives and performance indicators to improve productivity in Finance section in line with the corporate strategic plan;
- m) Implements Management Systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction in the finance section; and
- n) Implements strategies for handling and resolution of complaints and appeals to enhance customer satisfaction in the respective section; and
- o) Processing regional reimbursements and ensuring expenditures sent from the regions are within accounting procedures.

Job Dimensions:

I. Financial Responsibility

- a) Responsible for security of financial instruments such as Cheques, ETR, Receipts, Petty Cash, and financial documents.
- b) Implementation of cost minimization and resources optimization strategies in the section.

II. Responsibility for Physical Assets

Responsible for physical assets in the section; including but not limited to ICT Equipment, Office Furniture and equipment.

III. Decision Making / Job Influence

- a) Makes operational and
- b) financial decisions

IV. Working Conditions

Works predominantly in the office

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in Commerce, Finance or Accounting

Professional Qualifications / Membership to professional bodies

Professional Qualifications

- a) Certified Public Accountant, CPA (K);
- b) Chartered Financial Analyst (CFA);
- c) Certified Investment and Financial Analyst(CIFA); or
- d) Association of Chartered Certified Accountants (ACCA).

Membership to professional bodies

- a) Institute of Certified Public Accountant of Kenya (ICPAK) and in good standing;
- b) Institute of Certified Investment and Financial Analyst(ICIFA) and in good standing;
- c) Institute of Chartered Accountants (ICA) and in good standing or
- d) Chartered Financial Analyst Institute (CFAI) and in good standing

Previous relevant work experience required.

None

Functional Skills, Behavioral Competencies/Attributes:

Functional

- a. Analytical skills
- b. Investigation skills
- c. Information, communication, and technology skills
- d. Presentation skills
- e. Report writing

- a) Counselling skills.
- b) Problem solving skills
- c) Time management skills
- d) Communication skills
- e) Interpersonal skills

JD 12 Job Description Internal Auditor (2 Posts)

| Job Title | Internal Auditor |
|--------------------------|---|
| Grade | Ks 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Internal Audit |
| Department | Internal Audit |
| Division | a) Governance, Compliance and Internal Controls b) Investigations |
| Section / Unit | Internal Audit |
| Location / Work Station | KEBS Headquarters - Nairobi |

| Reporting Relationships | |
|-------------------------|---|
| Reports to | Assistant Manager Operations and Compliance |
| Direct Reports | N/A |
| Indirect Reports | N/A |

Job Purpose

Responsible for checking compliance to internal controls set by management and post—auditing of payments to ensure efficiency, Governance and prevent Wastage.

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

II Operational Activities/ Tasks.

- a) Post-audit of payments to suppliers to ensure compliance to procedure, validity and accuracy by examining the supporting documents.
- b) Post-audit of payments to staff to ensure compliance to procedure, validity and accuracy by examining the supporting documents.
- c) Post-audit of regional reimbursements by examining the transactions to ensure compliance to procedure, validity and accuracy by examining the supporting documents.
- d) Examines support services (library, publishing, staff clinic, workshop) to ensure customer satisfaction, ensure economical use and compliance to budget allocations.

- e) Audit product certification to ensure products certified strictly adhere to the set procedures, fee payments are done and targets are met.
- f) Analyse standards levy payments to ensure all companies are charged, targets set are met and penalties charged on delayed payments.
- g) Audit regional offices to ensure their operations are meeting the mandate, adhering to internal controls set by management and meeting set targets.
- h) Examine risk registers of the assigned departments and regions to ensure proper assessment of risks, their controls and the residual risk.
- i) Undertake special investigations as assigned
- j) Compile audit working papers by reviewing checklists to ensure compliance with audit methodology and procedures
- k) Audit the procurement process by analyzing the documents to ensure compliance with procurement regulations and procedures;
- Audit stock management by performing stock counts, analyzing the stock documents (goods received notes, issue vouchers, bin cards, delivery notes) to ensure compliance with policies and regulations;
- m) Audit Training services to ensure that procedures are complied with, correct charges done, turnaround time is adhered to, income targets are met and customer equipment properly handled;
- Audit System Certification services to ensure that procedures are complied with, correct charges done, turnaround time is adhered to, income targets are met and customer equipment properly handled:
- t) Audit out-sourced services by carrying out a comparative analysis to ensure the cost-effectiveness, value for money and adherence to the contract terms.
- Audit testing services to ensure that sample analysis procedures are complied with, samples correctly charged, turnaround time is adhered to, income targets are met and efficient use of laboratory chemicals
- p) Examine expeditures on utilities (Telephone, water, vehicle fuel and maintenance) to ensure the economical use and compliance to budget allocations.
- q) Examine risk registers of departments by assessing risks and control measures in place to ensure all risks are identified and appropriate treatment methods are applied;
- r) Audit stock management by performing stock counts, analysing the stock documents (goods received notes, issue vouchers, bin cards, delivery notes) to ensure compliance with policies and regulations;
- s) Audit calibration laboratories to ensure that procedures are complied with, correct charges done, turnaround time is adhered to, income targets are met and customer equipment properly handled;
- t) Audit Training services to ensure that procedures are complied with, correct charges done, turnaround time is adhered to, income targets are met and customer equipment properly handled.
- verify validity of payments made as imprests to staff whether complying with regulations and proper approvals.
- v) Examines Cash receipts and reconciliation for accuracy
- w) Examines receivables and payables to ensure accuracy.
- x) Examines the fixed assets register for its accuracy.

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for physical assets assigned by the institutions.

III. Decision Making / Job Influence

Make decisions using standard operating standards

IV. Working Conditions

Works within the office and travels to the region

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

a) Bachelor's degree, Finance, Accounting or Business.

Professional Qualifications / Membership to professional bodies

Member of Institute of Certified Public Accountant

Previous relevant work experience required.

Proficiency in computer applications;

Functional Skills, Behavioural Competencies/Attributes:

- a) Interpersonal skills;
- b) Time management;
- c) Communication skills;
- d) Confidentiality;
- e) Integrity; and
- f) Analytical skill
- g) Knowledge In Accpac system

JD 13 Job Description Security Officer (1 Post)

| Job Title | Security Officer |
|--------------------------|---------------------------------|
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Human Resource & Administration |
| Department | Administration |
| Division | Security |
| Section / Unit | Security |
| Location / Workstation | KEBS Headquarters - Nairobi |

| Reporting Relationships | |
|-------------------------|----------------------------|
| Reports to | Principal Security Officer |
| Direct Reports | Outsourced guards |
| Indirect Reports | N/A |

Job Purpose

Implements security procedures to ensure safety and security of staff, visitors and KEBS asset

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Implements security procedures and operational objectives to ensure to ensure staff, visitors and assets safety and security;
- b) Prepares work schedules for National Police security officers and outsourced security guards attached to KEBS:
- c) Coordinates manning of the main gate, vetting of visitors, security checks, recording of visitor's

- details and directing them to the reception for assistance.
- d) Maintains records on KEBS' motor vehicles movement accountability and traceability;
- e) Conducts patrols and surveillance within the premises to identify security gaps for corrective action;
- f) Identifies and responds to security incidents and threats to ensure neutralization and identification of improvement actions;
- g) Accounts for movement of outbound items to eliminate chances of loss of organizational properties; Analyses weekly security incidences from the occurrence book, incident log, gate pass, visitor's cars record file and official vehicle movement register and submit a report to Principal Security officer;
- Coordinates motor vehicle parking lots within the premises to ensure efficient utilization of parking spaces, organized parking and motor vehicles security.
- i) Implements Management Systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction at the section.
- j) Implements Risk Management measure in the division to ensure mitigation against the negative effects of risks and take advantage of opportunities.
- Implements business continuity strategies in Security division to ensure resilience and sustainability of processes and services.

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for security and safety of the physical assets in the organization

III. Decision Making / Job Influence

Operational decisions related to security

IV. Working Conditions

Works predominantly within the office

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in Security studies/ criminology or

Bachelor's degree with Police Training

Professional Qualifications / Membership to professional bodies

Professional Qualifications

- a) Investigation course
- b) Prosecution course

Previous relevant work experience required.

N/A

Functional Skills, Behavioural Competencies/Attributes:

Functional Skills

- a. Investigation skills
- b. Negotiation skills
- c. Financial management skills
- d. Information, communication, and technology skills
- e. Presentation skills
- f. Report writing
- g. Analytical skills

- a. Counselling skills.
- b. Problem solving skills
- c. Time management skills
- d. Communication skills
- e. Interpersonal skills

JD 14 Job Description for Administration Officer (1 Post)

| Job Title | Administration Officer |
|--------------------------|-----------------------------------|
| | |
| Grade | KS 8 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Human Resource and Administration |
| Department | Administration |
| Division | Administration |
| Section / Unit | Administration |
| Location / Work Station | KEBS Headquarters - Nairobi |

| Reporting Relationships | |
|-------------------------|---|
| Reports to | Senior Administration Officer |
| Direct Reports | Senior Assistant Administration Officer |
| Indirect Reports | Assistant Administration Officer |

Job Purpose

Provides of facility maintenance, employees and assets logistics and Records management for the purpose of facilitating and supporting KEBS mandate on Standards, Metrology and Conformity Assessment (SMCA). This is to support realization of KEBS vision, Mission and strategic objectives.

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Conducts records survey and harmonization in the organization in order to ensure all classes of organization records are secured, environment of storage space, particularly vital ones, and ensure records are harmonized to reduce duplication of files;
- b) Provides reliable transport services through proper vehicle maintenance, prioritized allocation and distribution of vehicles that supports the delivery of the organizations' objectives;
- c) Implements Records and Archive Management policies, procedures, strategies, objectives and targets that guide in the provision and access of records services to enhance work flow and decision making in the organization;
- d) Implement records filling, indexing and classification scheme, retention and disposal schedule as required by Section 7 of Cap 19 of records and information for proper access control;
- e) Requisition resources used for routine work in registries such as folders, pens, papers for optimal functioning of the section;
- f) Coordinates office allocation and movement in order to maximize work synergies between employees

and maximize utilization of available space;

- g) Guides on scheduling of cleaning and gardening duties, monitoring, evaluation and reporting of performance of outsourced service providers in cleaning and garbage collection;
- h) Analyses utility bills to ensure accurate bills and timely payment for continuous supply of services such as water, electricity, cleaning and garbage collection;
- i) Coordinates and facilitates furniture and space allocation to all staff for a conducive work environment;
- j) Monitors organisation's utility billing records for reference and decision making;
- k) Analyses monthly reports on meter readings for decision making;
- I) Implements cleaning schedules, gardening and landscaping to enhance the work environment;
- m) Coordinates safe handling and disposal of garbage including volatile lab waste according to schedules and guidelines; and
- n) Implements Management systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness, and sustained customer satisfaction.

Job Dimensions:

I. Financial Responsibility

Recommends payments of utility bills

II. Responsibility for Physical Assets

Responsible for physical assets in the section

III. Decision Making / Job Influence

Operational decisions

IV. Working Conditions

Works predominantly within the office and outdoors within KEBS premises

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in a business-related degree. / records management/ information management

Professional Qualifications / Membership to professional bodies

Kenya Association of Records and Archives Management (KARMA) Kenya Institute of Management

Previous relevant work experience required.

N/A

Functional Skills, Behavioural Competencies/Attributes:

Functional Skills

- a) Information, communication, and technology skills
- b) Presentation skills
- c) Report writing
- d) Analytical skills

- a) Counselling skills.
- b) Problem solving skills
- c) Time management skills
- d) Communication skills
- e) Interpersonal skills

JD 15 Job Description for Assistant Technician, Testing Laboratory (10 Posts)

| • | <u> </u> |
|--------------------------|--|
| Job Title | Assistant Technician, Testing Laboratory |
| Grade | KS9 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Metrology and Testing |
| Department | Testing |
| Division | a. Electrical Laboratory, b. Textile Laboratory, c. Mechanical and Civil Laboratory e. Polymers Laboratory f. Microbiology Laboratory h. Food and Agriculture Laboratory i. Organic Chemistry Laboratory j. Inorganic Chemistry Laboratory |
| Section / Unit | a) Analytical Chemistry (4)b) Food science (3)c) Agriculture (3 |
| Location / Work Station | Head Office, Coast, MT. Kenya, North Rift, South Rift, North Eastern, Lake |

| Reporting Relationships | |
|-------------------------|------------------------------|
| Reports to | Principal Laboratory Analyst |
| Direct Reports | N/A |
| Indirect Reports | N/A |

Job Purpose

The job is responsible for testing of samples in laboratory and onsite inspection using specialized measurement techniques and equipment/tools/instruments to check compliance to existing standards, company supplied methods and laboratory developed test methods in line with the requirements of ISO/IEC 17025

| Key Responsibilities/ Duties / Tasks | |
|--|--|
| I. Managerial / Supervisory Responsibilities | |
| N/A | |

II. Operational Responsibilities / Tasks

- a. Performs sampling and preparation of samples for analysis as specified in test methods protocols and requirements of international standards
- b. Conducts chemical, biological, and engineering measurement/testing for standards development, product conformity assessment, product certification and industry applications to ascertain product characteristics and conformance to legal, statutory, and contractual requirements
- c. Provides input in preparation of test reports/certificates by entering obtained test results in the Laboratory Information Management System
- d. Performs tests on intra-laboratory comparisons organized in the division as a quality assurance and control measure to ensure validity of results.
- e. Performs scheduled in-house maintenance, calibration and intermediate checks and monitoring on assigned equipment in order to maintain accuracy of measurements.
- f. Prepares and standardizes solutions, materials and reagents used in laboratory
- g. Maintains laboratory Quality System by carrying out assigned corrections and corrective actions arising from internal and external audits and assessments.
- h. Provides data for use in performing calculations on specific contributors to overall uncertainties based on identified budget
- i. Implements individual training programs as approved by laboratory management to ensure systematic personal development and delivery of testing services.
- j. Maintains laboratory safety standards by adhering to occupational health and safety policies with reference to testing of products and materials to meet the requirement of occupational health safety standard
- k. Receives samples and documents predetermined details, maintain a trail of sample status within the laboratory
- I. Takes part in internal and external quality systems assessments and audits
- m. Prepares and submits individual weekly and monthly performance reports outlining the extent of adherence to set targets and plans

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for assigned physical assets in the laboratory section/unit including equipment and standards estimated at KES 3 Million

III. Decision Making / Job Influence

Makes decisions using standard operating procedures

IV. Working Conditions

Works occasionally in the office and predominantly within in the laboratory with exposure to

chemical, electrical, mechanical, radiation and biological hazards;

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Diploma/Higher Diploma in Science, Technology, Engineering and Mathematics

Professional Qualifications / Membership to professional bodies

- a. ISO/IEC 17025 Implementation certification
- b. Personnel certification in Non-destructive testing

Previous relevant work experience required.

N/A

Functional Skills, Behavioural Competencies/Attributes:

- a. Sample preparation techniques
- b. Basic statistics (mean, standard deviation, variance) to calculate and interpret data and conduct statistical analysis
- c. Laboratory quality management system (ISO 17025)
- d. Chemical spill clean-up procedures and hazard management plan
- e. Safety procedures and ability to store and handle chemicals safely
- f. IT skills
- g. Interpersonal skills
- h. Communication Skills
- i. Integrity
- j. Report writing skills

JD 16 Job Description for Assistant Technician, Metrology (2 Posts)

| Job Title | Assistant Technician, Metrology |
|--------------------------|--|
| Grade | KS 9 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Metrology and Testing |
| Department | Metrology |
| Division | Mechanical Metrology, Electrical Metrology, Optics and Thermometry Metrology, Engineering Services, Measurement Technology and Solutions |
| Section / Unit | Volume & Flow, Viscosity& Density, Time & Frequency, Force, Torque, & Hardness, Mass, Pressure, Length, Temperature, Alternating Current & Low Frequency, Ionizing Radiation, High Radio Frequency, Acoustics & Vibration, Electrical Energy, Photometry & Radiometry, instrumentation, Engineering Services, Measurement Technology & Solutions |
| Location / Workstation | Kenya Bureau of Standards Headquarters, Coast Region Mombasa, Lake Region Kisumu, North Rift Region Eldoret, South Rift Region Nakuru |

| Reporting Relationships | |
|-------------------------|-----------------------------|
| Reports to | Principal Metrology Officer |
| Direct reports | N/A |
| Indirect Reports: | N/A |

Job Purpose

The job performs operations under supervision for purposes of linking Secondary Measurements standards to Primary standards in the division to the International System of Units (SI), in order to facilitate local, regional and international trade; promote scientific discovery and innovation for Kenya and regional industries for the realization of Kenya Vision 2030, Sustainable Development Goals and African Union Agenda 2063; ensuring health and safety of consumers and protection of the environment.

| Key Responsibilities / Duties / Tasks | | |
|---------------------------------------|---|--|
| I. | Managerial / Supervisory Responsibilities | |
| N/A | | |
| Opera | tional Responsibilities / Tasks | |
| a) | Calibrates and maintains measurement standards, reference materials and reference techniques; which are used to calibrate industrial and scientific equipment to ensure accuracy and linkage to the | |

International System of Units (SI);

- b) . Ensures safety during movement of measurement standards, equipment and customers' calibrated equipment in and out of KEBS premises;
- c) Implements the quality management system based on international standards for the purpose of ensuring efficiency, effectiveness and enhancement of international recognition;
- d) Implements strategies for income generation;
- e) Performs inter-laboratory comparisons and proficiency testing schemes for purposes of achieving international equivalence and recognition;
- Requests for provision of resources material and physical needs for effective delivery of measurement services;
- g) Develops technical specifications for procurement requirements;
- h) Executes sequence of testing and calibration program for instruments and equipment according to blueprints, schematics, technical manuals, and other specifications.
- i) Performs preventative and corrective maintenance of standards equipment and client equipment to ensure conformance to calibration and maintenance, and safety procedures;
- j) Monitors and maintains calibration environmental conditions;
- k) Set up measuring equipment and special purpose lab equipment, aimed at testing and calibrating equipment;
- I) Perform basic instrument troubleshooting activities.
- m) Inspect systems to ensure that all parts are properly working and that any calibration issues are handled in a profound manner.
- n) Create and maintain the inventory of parts and tools, communicating low stock situations to the supervisor
- o) Organize service schedules;

Job Dimensions:

Financial Responsibility:

N/A

Responsibility for Physical/Intangible Assets

N/A

Decision Making/Job Influence

N/A

Working Conditions

Works predominantly in the laboratory with exposure to radiation, chemicals, vibration, high voltages, electromagnetic fields, fumes, noise, extreme temperatures, dust, moving mechanical parts, electrical shock among other hazards

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Diploma in Mechanical Engineering

Professional Qualifications / Membership to professional bodies

| Registration with relevant professional bodies: | | |
|---|--|--|
| Kenya Engineering Technology Registration Board or | | |
| Kenya Medical Laboratory Technicians and Technologist Board | | |
| Previous relevant work experience required. | | |
| | | |
| N/A | | |

Functional Skills, Behaviour Competencies/Attributes

- a) Measurement skills
- b) Information, communication and technology skills
- c) Time management skills
- d) Communication skills
- e) Customer care management skills
- f) Interpersonal skills

JD 17 Job Description for Assistant Customer Care Officer (3 Posts)

| Job Title | Assistant Customer Care Officer |
|--------------------------|---|
| Grade | KS 9 |
| Corporation/Organization | Kenya Bureau of Standards |
| Directorate | Human Resource and Administration |
| Department | Marketing and Customer Care |
| Division | Customer Care |
| Section / Unit | N/A |
| Location / Work Station | Head Office, Coast, MT. Kenya, North Rift, South Rift, North Eastern, |
| | Lake |

| Reporting Relationships | |
|-------------------------|----------------------------------|
| Reports to | Principal Customer Care Officer, |
| Direct Reports | N/A |
| Indirect Reports | N/A |

Job Purpose

To assist in the execution of the KEBS Customer Experience policies, procedures, for purpose of facilitating and providing support of Standardization, Metrology and Conformity Assessment to deliver on the KEBS vision and mandate

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Receives, sorts, registers, classifies and documents all customer complaints to improve on service delivery.
- b) Collects and tabulates all customer feedback from suggestion boxes at Kenya Bureau of Standards to enhance service delivery.
- c) Collects data at customer contact points for development of trends to enhance organizational intelligence.
- d) Supports the Customer Experience officer in compiling Loyal Customer Visit reports to enable follow up on identified service gaps and enable decision making.
- e) Collects data from departments to assist in development of frequently asked questions to disseminate information to the public.
- f) Monitors the Customer Experience inbox and escalate customer enquiries and complaints to the Customer Experience Manager and/or Assistant Customer Experience Manager.
- g) Supports the Customer Experience officer in mystery shopper activities to get intelligence on KEBS service delivery in order to enhance service delivery and improve customer satisfaction in the organization.
- h) Takes minutes during divisional meetings for action planning and future reference
- i) Prepares divisional daily and weekly reports for process monitoring
- j) Requisitions of stationery and materials from the procurement stores for the Customer Experience division.
- k) Assists in logistical arrangements during the various Customer Experience activities.
- I) Files and updates departmental records in order to ensure easy retrieval of information.
- m) Implements the KEBS adopted management systems to ensure continual improvement of the processes.
- n) Implements the KEBS adopted management system to ensure continual improvement process.

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for physical assets assigned by the institutions: furniture, computers, telephone

III. Decision Making / Job Influence

N/A

IV. Working Conditions

Works predominantly within the office and

Expected to travel within the country

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Diploma in Marketing, Public Relations, Business Administration, Communications or social sciences.

Professional Qualifications / Membership to professional bodies

N/A

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes:

Functional

- a) Time management skills
- b) Branding strategies
- c) Communication skills
- d) Digital marketing/ e commerce skills
- e) Customer care skills
- f) Analytical skills;

- a) Interpersonal skills
- b) Integrity
- c) Confidentiality
- d) Innovative