

RECEPTIONIST – (KET 8) ONE (1) POSITION REF: KET/5/1C/40/129/VOL II – B (04/2024)
ON PERMANENT & PENSIONABLE TERMS

Reporting to the **Corporate Communications Officer- Customer Care**

Job purpose

This Job is for providing excellent customer service at the Company's entry point.

Key Responsibilities;

- i). Manning and guarding of all receptions at the Head Office;
- ii). Maintaining a record of all activities at other receptions within the Head Office;
- iii). Receiving walk-in visitors;
- iv). Checking them in via the Visitors Management System;
- v). Directing visitors to the relevant offices;
- vi). Drafting quarterly customer service reports;
- vii). Conducting in-house customer service training and reporting on the same;
- viii). Ensuring all receptions are presentable and well stocked with updated IEC materials;
- ix). Managing the main switchboard;
- x). Receiving and escalating complaints to the Customer Care Officer;
- xi). Receiving and registering feedback via the suggestion box and feedback forms and escalating the same to the Customer Care Officer for action;
- xii). Undertaking the translation of service charter into special formats;
- xiii). Distributing the Company's IEC material and updating the log sheet;
- xiv). Executing customer Service week and decorations for receptions for Christmas season;
- xv). Updating the Corporate database;
- xvi). Providing necessary information for Customer Service Survey;
- xvii). Undertaking the customer care program.

Qualifications & Skills required

- i). Diploma in Communications, Journalism, Public Relations, Marketing, OR related field from a recognized institution;
- ii). Relevant professional qualifications/ certification;
- iii). A minimum of four (4) years relevant work experience.

Working condition - Office setting and field visits

MANDATORY REQUIREMENTS FOR ALL POSITIONS

Applicants **MUST** provide the following documents on application:-

- i). A Signed application letter;
- ii). A detailed Curriculum Vitae indicating current and previous employers, positions held, level of education, current and expected salary, notice period required to take up appointment and names of at least three professional referees;
- iii). Copies of academic and professional certificates; and
- iv). Copy of National Identification Card or Passport.

Important Information to note:

- i). Candidates should provide all the details requested for in the advertisement. It is an offence to include incorrect information in the application;
- ii). Only shortlisted and successful candidates will be contacted;
- iii). Canvassing in any form will lead to automatic disqualification;
- iv). Shortlisted candidates shall be required to produce originals of their National Identity Card, academic and professional certificates during interviews; and
- v). It is a criminal offence to present fake certificates/documents.

Only Successful candidates will be expected to present the following Chapter Six Clearance Certificates : -

- a) Valid Certificate of Good Conduct from the Directorate of Criminal Investigations;
- b) Valid Clearance Certificate from Higher Education Loans Board (HELB);
- c) Valid Tax Compliance Certificate from Kenya Revenue Authority (KRA);
- d) Current Clearance from the Ethics and Anti-Corruption Commission (EACC); and
- e) Current Report from an approved Credit Reference Bureau (CRB).

The Company is an Equal Opportunity Employer and is committed to implementing the provisions of the Constitution – Chapter 232 (1) on fair competition and merit, representation of Kenya’s diverse communities and affording equal employment opportunities to men and women, members of all ethnic groups and persons with disabilities. **THEREFORE, PEOPLE WITH DISABILITIES, THE MARGINALIZED, THE MINORITIES AND FEMALE CANDIDATES ARE ESPECIALLY ENCOURAGED TO APPLY.** Applications without the relevant qualifications, copies of documents/details as sought for will not be considered. Any form of canvassing and giving false information shall lead to automatic disqualification. *Only shortlisted candidates shall be contacted.*

Interested candidates fulfilling the required qualifications should submit their application clearly indicating the position applied for and vacancy Reference No. as the subject heading via the **joblink** posted on KETRACO website.

NOTE: These positions are open to **KENYAN Citizens ONLY.**

The successful candidates for the positions will be offered competitive remuneration package in accordance with the Company guidelines. Candidates who meet the above requirements should submit their applications by 19th April 2024 at 5.00pm so as to reach:-

**The Managing Director,
Kenya Electricity Transmission Company Limited,
KAWI COMPLEX, 4th Floor,
Popo Road, South C, along Red Cross Road,
P.O. Box 34942 – 00100,
NAIROBI.**

Please note that applications will ONLY be via joblink, hard copies shall not be considered. Indicate the position reference number as the subject heading candidates MUST fill an online form on our website.