



AFRICA NAZARENE UNIVERSITY

VACANCY ANNOUNCEMENT

Africa Nazarene University (ANU) is a fully chartered, non-profit, Private Christian University and is a part of Network of 21 Higher Education Institutions sponsored by the Church of the Nazarene International, with a mission to provide a holistic education that develops individuals academically, spiritually, culturally, socially and physically, to equip them with an appropriate mix of skills, competencies and Christian values to enable them to go into the world well prepared to meet the challenges and opportunities of their time.

The University seeks to engage suitable and qualified candidates to serve in the following positions:

1. MANAGEMENT ACCOUNTANT – JOB REF: ANU/FIN/01/06/25

Job Purpose:

Responsible for supporting business decision making and planning by providing timely, accurate, relevant and sound financial analysis.

Key Duties and Responsibilities:

- Analyse business operations, trends, costs, revenues, financial commitments, obligations, cashflows, and related financial information to project/ forecast future revenues and expenses or to provide advice. Provide input in business planning and decision-making
- Prepare financial or regulatory reports required by laws, donors, regulations, or other relevant bodies
- Evaluate the company's performance using key data and metrics. Carry out continuous reviews of working accounting practices and processes to ensure efficient and cost effective operation
- Support production of financial statements including profit and loss accounts, budgets, cash flows, monthly management accounts, variance analysis and commentaries
- Perform cost-benefit analyses to compare operating programs, review financial requests, or explore alternative financing methods. Conduct project appraisal, evaluation and post-implementation analysis
- Analyse and classify investments to determine their potential benefits and impacts on the University
- Provide data analysis and forecasts in line with admissions and enrolments forecasts
- Monitor bank balances, forecast cash flows to ensure sufficient short term funds for the University's activities.

Academic and Professional Requirements:

- Bachelor's degree in Accounting or Finance
- Minimum of three (3) years of relevant experience
- Relevant professional qualification; CPA (K) or ACCA
- Member of a relevant professional body

Skills and Competencies:

- Interpersonal skills
- Communication skills
- Organising and time management skills
- Team player
- Detail oriented
- Analytical skills

2. CUSTOMER SERVICE/ENQUIRIES ASSISTANT – JOB REF: ANU/MKT/02/06/25

Job Purpose:

Responsible for managing the customer service desk and call center for the University. This involves handling enquiries, providing information, resolving complaints, and ensuring customer satisfaction. You will also be responsible for cold calling prospective students through telemarketing activities and providing information that can help prospective students confidently make an application and subsequently enroll to the University.

Key Duties and Responsibilities:

- Handle enquiries, resolve complaints, and provide pertinent information to internal stakeholders as and when necessary
- Keep up to date information and maintain a proper filing system on customer interactions, recording details of enquiries, complaints, or comments, as well as actions taken
- Record customer personal information accurately in the ANU customer relationship management (CRM) system. Maintain a database and records of all customer accounts
- Handling telephone complaints, settle disputes, resolve grievances and follow up on resolutions to safeguard the university's corporate reputation
- Escalate unresolved customer grievances and or complaints to the Head of Department for further investigation
- Create a summary of enquiries, ensuring all customer details are documented. Liaise with social media officer, marketing officer, digital marketing officer and admissions office to consolidate the monthly enrollment funnel report
- Developing of tele-marketing strategies and delivering of scripted tele-marketing pitches to prospective students
- Answer telephone calls from potential students approached through advertising and promotions initiatives
- Contributes to the development of the university's marketing communications campaigns
- Support marketing change plans and the implementation of change
- Reach out to potential students through telemarketing and present our program offerings to help meet departmental enrollment targets
- Generate quality student leads through telemarketing for the admissions team to assess prospective students' academic standing and acceptance criteria to the university
- Submit weekly and monthly reports to the Head of Department that will include but not limited to customer complaints resolved, call center leads and telemarketing opportunities created, answering percentage (number of program inquiries answered/total number of tele-marketing calls made) among other KPIs

Academic and Professional Requirements:

- Bachelor's degree in Business Administration, Marketing, Communication or Public Relations
- Minimum of three (3) years of relevant experience.
- Experience in marketing is preferable

Skills and Competencies:

- Active listening
- Interpersonal skills
- Communication skills
- Organizing and time management skills
- Team player
- Ability to write and present reports
- Ability to work well under pressure
- Detail oriented

Suitably qualified candidates are encouraged to apply through the email **recruitment@anu.ac.ke** not later than **1st July 2025**. Kindly follow the instructions below to submit your application:

1. Enclose an updated Curriculum Vitae with details of current post, salary and other financial benefits, testimonials, certified academic and professional certificates, copy of National Identity Card, names and addresses of three referees (one of whom should be present or previous employer).
2. Fill out the form in the link as part of the application process: [Click to fill form](#)
3. Ensure you have indicated the job title and reference number in the subject of the email.

Only shortlisted candidates shall be contacted and will be required to provide clearance certificates from Higher Education Loans Board, Ethics and Anti-Corruption Commission, Credit Reference Bureau, Kenya Revenue Authority, and Criminal Investigation Department.

ANU is an equal opportunity employer, and any canvassing shall lead to automatic disqualification.

**The Vice Chancellor
Africa Nazarene University
P.O Box 53067-00200
Nairobi**