

HUMAN RESOURCE MANAGEMENT PROFESSIONALS EXAMINATIONS BOARD

+254799016630
+254710560560
info@hrmpeb.or.ke
www.hrmpeb.or.ke



1st FLOOR MWALIMU TOWERS, HILL LANE, OFF MARA ROAD, UPPERHILL. P.O.BOX 23733-00100 NAIROBI, KENYA

CUSTOMER CARE ASSISTANT – (ONE YEAR CONTRACT)

Human Resource Management Professionals Examinations Board (HRMPEB) is a State Corporation in the state department of Public Service. It is established under Sec. 16 of the Human Resource Management Professionals Act, No. 52 of 2012. The Examinations Board is mandated to prepare syllabuses for Human Resource Management Professionals examinations; make rules with respect to the examinations; issue certificates to candidates who have satisfied examination requirements; and promote recognition of its examinations locally and internationally.

HRMPEB seeks to recruit dynamic, innovative and experienced person to fill the position of Customer Care Assistant on one year contract:

No	Position	Job Group	No. of Positions
1.	Customer Care Assistant	7	1

How to apply

If you possess the necessary qualifications and experience, please apply not later than Friday 17th January 2025.

Applications should be submitted through e-mail recruitment@hrmpeb.or.ke quoting the job title on the subject. All the documents should be in a **single PDF file**.

HRMPEB is an equal opportunity employer, women and persons who are abled differently are encouraged to apply.

Only shortlisted candidates will be contacted.

CUSTOMER CARE ASSISTANT - (ONE YEAR CONTRACT)

Job Purpose:

The Customer Care Assistant will be responsible to the Corporate Communication Officer for effective sales, marketing and promotion of effective communication of programmes, products and services of HRMPEB to stakeholders.

Duties and responsibilities:

The main duties and responsibilities will include but not be limited to;

- (i) Participating in organising corporate events;
- (ii) Arranging information, education and communication materials;
- (iii) Participating in implementing corporate social responsibility programmes;
- (iv) Receiving and directing visitors;
- (v) Receiving and directing visitors;and
- (vi) Attending to stakeholders' complaints.

Person Specifications:

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

- (i) A Certificate in Customer Care, Public Relations or equivalent qualification from a recognised institution; and
- (ii) Proficiency in computer applications.

Key Competencies and Skills

- (i) Integrity;
- (ii) Planning skills;
- (iii) Analytical skills
- (iv) Communication and reporting skills;
- (v) Interpersonal skills; and
- (vi) Team player.