


CUSTOMER RELATIONS OFFICER POSITION

	JOB TITLE	Customer Relations Officer
	DIRECTORATE/ DEPARTMENT	Directorate of Corporate Services, Corporate Communication Department
	GRADE/LEVEL	IRA 7
	IMMEDIATE SUPERVISOR	Assistant Manager, Customer Relations

a) Job Purpose

The job holder is responsible for implementing strategies aimed at enhancing and maintaining service delivery and customer experience for increased customer satisfaction and establishment of a positive reputation and corporate image.

b) Job Specifications

The duties and responsibilities entail:

- (i) Implement activities articulated in the customer relations strategies for enhanced customer experience, value addition, customer satisfaction and support the realization of strategic objectives.
- (ii) Receive, register and maintain a database of all complaints lodged at the Authority.
- (iii) Investigate, resolve or escalate (where necessary) and provide feedback to customers as appropriate.
- (iv) Prepare monthly customer relations report.
- (v) Maintain customer relationships to build a reputation for excellent service
- (vi) Monitor social media for complaints and issues raised against the Authority and provide/coordinate the provision of responses
- (vii) Initiate and follow up on the timely resolution of public complaints made against the Authority.
- (viii) Implement the customer satisfaction survey recommendations to address service gaps identified during annual surveys
- (ix) Prepare quarterly implementation reports
- (x) Implement innovative customer service initiatives to keep abreast with emerging customer needs and expectations.

- (xi) Implement the customer relations management systems using CRM programs to enhance customer service and experience across all departments

c) Persons Specifications

- (i) Bachelors degree in Mass Communication, Communication Studies, Journalism, or Public Relations ;
- (i) Be a member of a relevant professional body
- (ii) Certificate in Computer proficiency
- (iii) Meet the provision of Chapter Six of the Constitution of Kenya

d) Competencies and skills

- (i) Excellent oral and written communication skills
- (ii) Strong communication and presentation skills
- (iii) Good analytical skills
- (iv) Problem solving
- (v) Professionalism