



KENYA INSTITUTE OF BANKERS

VACANCY - MEMBERSHIP OFFICER

JOB PROFILE

Job Title	Membership Officer	Division	N/A
Department	Membership, Partnerships and Projects	Reports To	Head - Membership, Partnerships and Projects
Grade	Officer	Location	Head Office - National Bank 20 th Floor

Job Purpose (Job Summary)

The Kenya Institute of Bankers (KIB) was established in 1979 and registered under the Societies Act as the "Professional umbrella body" for the Banking and Finance sector in Kenya with a membership of 42 banks and Financial Institutions as corporate members and their employees as individual members. The institute has a countrywide reach, with a regional and global partnership endeavor to help strengthen local stakeholders. As part of KIB's transformational agenda, the organization is looking for a Membership Assistant who will support the Membership Department in the recruitment, enrolment, engagement, and retention of members (corporate and individual) in the banking and financial services sector.

Main Duties & Responsibilities

- Recruitment and enrolment of new members.
- Engagement and retention of new and existing members
- Responding to membership enquiries
- Regular communication with existing members (corporate and individual)
- Updating membership information in the database system
- Sending invoices for subscriptions due
- Issuing receipts for funds received from members
- Working with the Events department to put together forums that recruit members
- Participating in the organization of KIB membership events
- Visiting banks, colleges, and other institutions to market KIB membership
- Providing membership reports on a weekly, monthly, and quarterly basis
- Research and information gathering to improve membership
- Any other duties allocated by the Membership Department

Direct Reports	Work Relationships	
	Internal	External
N/A	<ul style="list-style-type: none"> ■ CEO's office ■ Membership, Partnerships and Projects ■ All Staff Members 	<ul style="list-style-type: none"> ■ Individual Bankers ■ Commercial Banks

Academic & Professional Qualification	
Essential	Desirable
<ul style="list-style-type: none"> ■ Bachelor's Degree / Diploma in Banking, Human Resources or a related business field required. 	<ul style="list-style-type: none"> ■ Professional qualifications such as AKIB, or IHRM preferred. ■ A strong understanding of Sales and Marketing. ■ Previous experience in financial institutions.

Work Experience & Skills	
Essential	Competencies
<ul style="list-style-type: none"> ■ Three (3) years' minimum experience in a customer service role ■ Analytical - highly analytical and ability to present quantitative facts and impacts ■ Resilience - is able to withstand operational challenges and maintain momentum ■ Emotional Intelligence - manages emotions in a mature and composed manner in the work environment. ■ Presentation and communication skills ■ Proficiency in basic IT skills ■ Ability to work in a team environment ■ Membership of KIB is a distinct advantage 	<p>Technical</p> <ul style="list-style-type: none"> ■ Knowledge of Databases ■ Knowledge in research-based activities <p>Functional</p> <ul style="list-style-type: none"> ■ Analytical - highly analytical with quantitative facts and impacts ■ Stakeholder Management ■ Report writing-ability and communication know how <p>Behavioral</p> <ul style="list-style-type: none"> ■ Ability to meet customer needs ■ Ability to manage relationships (internal and external) ■ Adaptability ■ Ability to work with others ■ Decisiveness ■ Active listening ■ Analytical thinking ■ Good Judgement ■ Entrepreneurial mind set

Please send the application with a cover letter and attach a copy of your CV including three referees to hr@kib.co.ke by Close of Business on 5th August 2022.

NB: Applicants who had applied earlier are not required to re-apply.

The recruitment process is now active and interviews will be conducted on an on-going basis.

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