

KNCCI - The Mastercard Foundation Jiinue Growth Program

Position: Program Relationship Officer

Reporting to: Project Manager

The Kenya National Chamber of Commerce and Industry (KNCCI) is a membership-based trade support institution (TSI) working to protect commercial and industrial interests of Kenyan business community. KNCCI advocates for the creation of a favourable commercial, trade and investment environment that supports enterprise expansion. The membership of KNCCI constitutes small, micro enterprises (MSEs), medium and large enterprises.

The Kenya National Chambers of Commerce and Industry (KNCCI) in collaboration with the other seven consortium partners including the Grassroots Business Fund (GBF) and the Mastercard Foundation are implementing the Mastercard Foundation Jiinue Growth Program (JGP).

JGP seeks to address the funding gap for Micro, Small and Medium Enterprises (MSMEs) in Kenya pairing up financial support with well-tailored technical assistance, and a hands-on coordination strategy between various players in the ecosystem targeting enterprises owned and managed by young women and men entrepreneurs aged 18-35 across the country.

The Program targets to impact 225,000 microenterprises over five-year period and to create 500,000 jobs for the youth.

About the Job

KNCCI is seeking to engage Program Relationship Officer who will be based at the KNCCI HQ offices to support in customer relationship management for the program and oversee implementation of the JGP program at county level. This role will provide a full range of implementation assistance at all phases of the program cycle and will support in program sensitization, mobilization, communication, data collection and monitoring. The holder of the position will work closely with the Project Field Officer and the Chapter Leadership to ensure proper implementation of the project.

Responsibilities

1. Coordinate and supervise the Project Field Officers to ensure that they meet their expectations.
2. Develop and implement customer relationship management strategies to support awareness and growth of the Jiinue Program within the KNCCI Chapters.
3. Establish problem solving mechanism to support in resolving any arising issues from the Chapter offices.
4. Oversee mobilization and induction of eligible young micro-entrepreneurs into the project across the County Chapters and ensuring that they are equipped with all the necessary information on the project products and services.
5. Prepare/lead the preparation of progress reports in compliance with the GBF & JGP monitoring and evaluation guidelines, including (but not limited to) periodic status/progress status, annual project performance reports including monitoring of project: milestones; financial data; procurement data; risk assessment & compliance.

6. Act as a strong liaison between project team and other departments (supply chain, Logistics, HR, Admin & Finance etc.) to ensure collaborative processes move smoothly and swiftly.
7. Liaising with the Field Officers in scheduling, organizing and planning for training activities within the county. This will include creating a training schedule, coordinating with the county JET, identifying cost effective training venues and ensuring all logistics are in place.

Academic and Professional Qualifications:

- Bachelor's Degree in Business Administration, Finance, Marketing or related fields.
- At least 5 years of experience in customer service, sales, account management or a related field.
- Proficiency in Microsoft Office especially Microsoft Excel.
- Customer-oriented mindset
- Strong interpersonal, problem-solving and negotiation skills.
- Excellent communication skills, both written and verbal.
- Strong organizational and planning skills.

How to apply

Interested and suitably qualified individuals should submit applications, including copies of relevant academic and professional certificates, detailed curriculum vitae (CV), and cover letter to Hr@kenyachamber.or.ke with **“Program Relationship Officer”** in the subject line by **20th September 2024**

NB: ONLY SHORT-LISTED CANDIDATES WILL BE CONTACTED