Nature Kenya

Job Advert

Job title: Membership Sales and front Desk Officer

Reporting to: Membership and Marketing Manager

This position is responsible for taking membership of prospective non-members, renewing membership, selling Nature Kenya merchandise at the front office and cleaning the office and ensures overall office neatness. The position holder will be the first point of contact for members and other regular customers arriving at the Nature Kenya office. He/she will assist members along with their enquiries. This position reports directly to the membership manager.

Desired Skills

The individual should possess excellent customer service skills and be able to engage nature enthusiasts. He/she should have a basic understanding of accounting principles, cash processing procedures and computer skills.

Qualification details:

1. Certificate in marketing, communication, tourism or customer care.
3. Experience of using a point of sale (POS) system or a CRM tool as sales force will be an added advantage.
4. Basic understanding of accounting and cash processing procedures.
5. Excellent telephone manners and able to communicate to a range of audiences.
6. Two-year experience in a membership office or customer service.
7. Friendly and easy going personality.
8. Able to deal with complaints and give accurate information.
9. Naturalist/Birder will be an added advantage.

Terms: One year contract renewable subject to performance and funding availability.

If interested please send your application and curriculum vitae to: Executive Director, Nature Kenya, e-mail: office@naturekenya.org no later than 1st May 2020.

A more detailed job description is available from Nature Kenya on request.