



THE NATIONAL LAND COMMISSION

INTERNAL ADVERTISEMENT

ASSISTANT CUSTOMER CARE II

National Land Commission invites internal applications from suitable candidates to apply for Re-designations into the advertised position listed herein. Job Descriptions and qualifications for the position are to be accessed from the Commission's website.

DIRECTORATE/ DEPART MENT/UNIT	POSITION TO BE FILLED	NLC GRADE	NO. OF POSTS	QUALIFICATIONS REQUIRED	DUTIES AND RESPONSIBILITIES
Corporate Communication & Advocacy	Assistant Customer Care Officer II	NLC 8	4	i. Kenya Certificate of Secondary Education (KCSE) Mean grade C (Plain); ii. Diploma in any of the following disciplines: Customer Service, Public Relations, Hospitality Management, International Relations and Diplomacy, Communications Management, Event Management, Front Office or equivalent qualification from a recognized institution iii. 2 years' experience in similar position	i. Monitors the movements of visitors to and from the designated office/area. ii. Respond/Answers Visitors queries and telephone inquiries. iii. Maintain good ambience in the Commission's reception area iv. Profile the Commission's visitors. v. Receive, screen, guide and direct visitors to designated offices and areas. vi. Man the Commission's reception desk. vii. Record and confirm visitors' appointments. viii. Issue visitors' passes. ix. Maintain daily record of visitors' details. x. Compile weekly reports on public compliments/complaints. xi. Alerts the security officers in case of a notorious client.

Applicants are advised to visit our [website www.landcommission.go.ke](http://www.landcommission.go.ke) for instructions on how to apply. Applicants **MUST apply both online and submit hard copies** of their application. In case you do not hear from us, please consider your application as unsuccessful.

The hard copies should reach the office of the Secretary/ CEO, National Land Commission on **or before 27th February, 2023 by 5.00pm.**

All Applications should be submitted to:

**The Secretary/CEO
National Land Commission
316 UPPERHILL CHAMBERS
20TH FLOOR P.O Box 44417-00100,
NAIROBI.**