

JD 008 MANAGER - CUSTOMER CARE

Job Title:	Customer Care Manager
Grade:	KS 4
Ministry /Corporation:	Kenya Bureau of Standards
Directorate/Division	Human Resource and Administration
Department:	Marketing and Customer Care
Section / Unit:	Customer Care
Location / Workstation:	KEBS Head office - Popo Road, Off Mombasa Road
Reporting Relationships	
Reports to:	Head of Department – Marketing and Customer Care
Direct reports:	a) Assistant Customer Care Manager
Indirect Reports:	a) Principal Customer Care officers b) Senior Customer Care officers c) Customer Care Officer d) Receptionist e) Assistant Receptionist
Job Purpose	
The holder of this job is responsible for development and implementation of customer care policies and strategies that will guide management in order to meet the organization's goals and objectives.	
Key Responsibilities / Duties / Tasks	
I. Managerial / Supervisory Responsibilities	
a) Develop, review and revise the Service Charters for Kenya Bureau of Standards in order to outline expected service and timeliness. b) Coordinates the annual customer satisfaction survey in order to get feedback from customers and stakeholders on service delivery and advice management. c) Responsible for resolution of all public complaints and forwards quarterly reports to Commission of Administrative Justice to adhere to performance contracting requirements and develops and monitors the implementation of various customer feedback channels and updates the management on the status. d) Manages performance of staff in the section, mentors and Coaches staff. e) Develop and monitors the budgets and procurement plans for the section and the larger department. f) Prepare monthly, quarterly and annual sectional reports g) Participate in the implementation of the performance management system in the section h) Participate in departmental meetings and committee meetings as appropriate	
II. Operational Responsibilities / Tasks	
a) Coordinate mystery shopping activities and visits to customers' premises to establish the level of service delivery and customer satisfaction. b) Coordinates Succession Planning to ensure business continuity for Customer Care c) Monitors the implementation of the Quality Management System in the section to ensure compliance to Quality management systems d) Ensures mainstreaming of the Risk management process in the marketing and communication department e) Create and maintain business relationships with customers in order to ensure mutually beneficial relationship between Kenya Bureau of Standards and other organizations. f) Train all staff to deliver a high standard of customer service and entrench a customer focused culture.	

g) Undertake any other duties of similar level and responsibility as may be directed from time to time.	
Job Dimensions:	
I. Financial Responsibility:	
a) Development of departmental budgets b) Monitor departmental budgets	
II. Responsibility for Physical Assets	
a) Responsible for physical assets assigned by the Institution b) Provide oversight for all physical assets in the section	
III. Decision Making:	
a) Makes strategic, operational and financial decisions for decisions for the section b) Plans the work of subordinates c) Assigns work to subordinates d) Monitors subordinates work performance e) Appraises/evaluates subordinates' performance	
IV. Working Conditions:	
Works predominantly within the office.	
Job Competencies (Knowledge, Experience and Attributes / Skills).	
Academic Qualifications	
a) Bachelor's degree in Communication, Public Relations, Business Administration, Marketing or social sciences with a post graduate diploma in the relevant field. b) Relevant Master's Degree.	
c) Professional Qualifications / Membership to professional bodies	
a) Member of Public Relations Society of Kenya/Marketing Society of Kenya. b) Management Course lasting not less than four (4) weeks from a recognized institution; c) Relevant Management System Auditor/Assessor; d) Demonstrated competence in work performance; and e) Fulfilled the requirements of Chapter Six of the Constitution	
Previous relevant work experience required.	
At least 8 years' relevant work experience out of which 3 years' experience in a supervisory position.	
Need to know:	Attributes:
a) Knowledge of succession management b) Knowledge of corporate governance practices c) Knowledge of strategic management d) Knowledge of performance management models (balanced score card) e) Knowledge of project management f) Knowledge of Financial planning and budgeting tools g) Knowledge of Human Resources Management h) Management development skills	a) Problem solving skills b) Time management skills c) Communication skills d) Customer care management skills e) Negotiation skills f) Interpersonal skills g) Team player h) Innovative i) Leadership skills