

JD 11 Job Description for Officer, Standards Information

Job Title	Standards Information Officer
Grade	KS 8
Corporation/Organization	Kenya Bureau of Standards
Directorate	Standards Development
Department	Standards Development
Division:	Standards Information Centre and Documentation (SIC&D)
Section / Unit	Standards Information Centre
Location / Work station:	Kenya Bureau of Standards, Head Office – Nairobi, Popo Road, off Mombasa Road

Reporting Relationships	
Reports to	Senior Standards Information Officer
Direct reports	Officer Draughtsman Graphic Designer
Indirect Reports	N/A

Job Purpose
The job implements standard information services through administration of Integrated Information Management Systems for KEBS Standards Webstore and KEBS Standards Online Catalogue to facilitate sale of standards, dissemination of information products, publications, and information services to customers for the realization of corporate objectives to ensure health and safety of consumers; protection of the environment, and entrenchment of a culture of quality.

Key Responsibilities / Duties / Tasks
I. Managerial / Supervisory Responsibilities
N/A
II. Operational Responsibilities / Tasks
<ul style="list-style-type: none"> a) Facilitates acquisition of reference materials for research and standard development; b) Develops information promotion materials, brochures and bulletins for the purpose of creating awareness on available standards; c) Responds to enquiries on professional and technical content of standards and provides standards and standards-related information to customers; d) Creates information and standards awareness through generation and dissemination of promotional materials such as Standards Updates Bulletin and KEBS New Publications Alert Bulletins keep customers and stakeholders abreast of the current published standards;

e)	Analyses information and customer satisfaction surveys to ensure efficient provision of information services for the purpose of ensuring compliance to Customer Service Charter and to improve on turnaround time;
f)	Downloads electronic standards, books and information materials specified by customers;
g)	Catalogues and classifies standards and books to ensure effective retrieval to achieve Corporate Strategic Objectives;
h)	Implements management system adopted by KEBS through undertaking corrective and preventive actions for the improvement of service delivery;
i)	Implement Standards Information Centre work plans, monitors and evaluates performance through appraisal and submission of reports (weekly, monthly, quarterly and annual reports); and
j)	Guides customers to utilization KEBS Webstore to search and pay for standards ordered to realize customer satisfaction
k)	Initiates identification and segregation of obsolete standards and publications for efficient delivery of service;
l)	Updates KEBS information databases on standards online catalogue and Webstore maintenance for effective information service provision,

Job Dimensions:	
I. Financial Responsibility	
	N/A
II. Responsibility for Physical Assets	
a)	Responsible for standards and reference materials in both physical and electronic formats;
b)	Responsible for computer allocated by the organization
III. Decision Making/Job Influence	
	Operational
IV. Working Conditions	
	Works predominantly within the office.

Job Competencies (Knowledge, Experience and Attributes / Skills)
Academic Qualifications
Bachelor of Information Science or Library Science
Professional Qualifications / Membership to professional bodies
N/A
Previous relevant work experience required
N/A

Functional Skills, Behavioural Competencies/Attributes
Behavioural <ul style="list-style-type: none">a) Computer proficiencyb) Problem solving skillsc) Time management skillsd) Communication skille) Interpersonal skills