

JD 05 Job description for Officer, Market Surveillance

Job Title	Officer, Market Surveillance
Grade	KS 8
Corporation/organization	Kenya Bureau of Standards
Directorate	Market Surveillance
Department	a) Agrochemical b) Engineering
Division	Mechanical & Textiles Engineering, Electrical & Civil Engineering, Food , Agriculture, Chemical
Section / Unit	Mechanical Engineering, Civil; Engineering, Electrical Engineering, Textile Engineering, Food, Agriculture, Chemical
Location / Work station	KEBS Headquarters Nairobi

Reporting Relationships	
Reports to:	Principal Market Surveillance Officer
Direct reports:	N/A
Indirect Reports:	NA

Job Purpose

The job monitors and evaluates quality and compliance of locally manufactured and imported products in the Kenyan market to ensure effective and efficient implementation of Market Surveillance strategies and procedures to ascertain that the products comply with approved Kenya, Regional and International Standards to support development of industries in the Kenya, prevent proliferation of substandard products in the market, protect local manufacturers from illicit trade, prevent dumping of substandard products from foreign countries, and Protection of consumer right as envisaged in Article 46 (a, b & c) of the Constitution of Kenya 2010 and the Standards Act (Cap 496 Laws of Kenya) for the achievement of the African Union Agenda 2063, the Kenya Vision 2030, and the KEBS strategic objectives.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- Targets consignments based on risk profiling so as to eliminate substandard products from Kenyan Market.
- Reports on status of product inspection status to facilitate enforcement and corrective actions on products that fail to comply with the requirements of corresponding standards and other regulatory requirements are seized in accordance with Section 14 Standard Act, Cap 496 Laws of Kenya.
- Addresses customer complaints related to Market Surveillance activities at the section in order to ensure that all complaints are resolved as per the procedure and submits reports to Principal Market Surveillance Officer for action.
- Implements, and monitors Management Systems adopted by KEBS in the department for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction;
- Gathers and evaluates market intelligence information and discusses with Principal Market Surveillance Officer for appropriate action.
- Monitors validity of product Certification Marks approved by KEBS on the products in the market.

g)	Seizes non-conforming products, organizes for transportation to KEBS seized products warehouses and is responsible for safe custody of the products.
h)	Organizes for destruction of seized products in consultation with Assistant Principal Market Surveillance Officer.
i)	Maintains records for samples collected, seized and destroyed products
j)	Provides technical advice to customer enquiries
k)	Analyses test reports of products sampled from the market.
l)	Conducts risk assessment of products to inform on
m)	Contributes in the development and implementation of Market Surveillance procedures in the section.

Job Dimensions:	
I. Financial Responsibility:	
a)	Responsible for the section's budget of approximately KES 5 Million per annum
b)	Implementation of cost minimization and resources optimization strategies at the section
II. Responsibility for Physical Assets	
	Responsible for physical assets assigned to them e.g. Market Surveillance field equipment, Laptops, Desk tops computers and office furniture's
III. Decision Making:	
a)	Makes operational decisions.
b)	Makes independent decisions in the field on handling of suspected substandard products in accordance with section 14 of the Standards Act, Cap 496 Laws of Kenya.
IV. Working Conditions:	
a)	The job is predominantly office based but involves travelling within and outside the country for oversight of the sectional functions, stakeholders' engagements forums and meetings.
b)	Hostile working environment and occasional exposure to hazardous materials.

Job Competencies (Knowledge, Experience and Attributes / Skills).
Academic Qualifications
Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM).
Professional Qualifications / Membership to professional bodies
Registration with following professional bodies, i. Chemistry society of Kenya ii. Physics society of Kenya iii. Food Nutrition and Dietetics Board iv. Computer Society of Kenya v. Kenya Institute of Management vi. National Quality Institute
Previous relevant work experience required.
N/A

Functional Skills, Behavioral Competencies/Attributes:
Functional Skills

- a. Negotiation skills
- b. Project management skills
- c. Information, communication, and technology skills
- d. Presentation skills
- e. Report writing
- f. Analytical skills

Behavioural

- a. Counselling skills.
- b. Problem solving skills
- c. Time management skills
- d. Communication skills
- e. Interpersonal skills