

## EXTERNAL VACANCY ANNOUNCEMENT



**POSTING DATE** 18<sup>th</sup> May 2026

**CLOSING DATE** 2<sup>nd</sup> June 2026

**POSTS** 1 (One)

Imarika Sacco is dedicated to providing accessible, innovative, competitive and reliable financial solutions in order to empower our members social economically. In line with our continued growth and commitment to service excellence, we seek to recruit a qualified and experienced individual to fill the arising vacant position as per the details herein.

### **JOB INFORMATION**

<b>Job Title</b>	Call Centre Executive
<b>Grade</b>	Contractual
<b>Term</b>	Contract (3 Year)
<b>Division</b>	Business Development
<b>Department</b>	Marketing
<b>Section / Unit</b>	Call Centre
<b>Location / Work Station</b>	Kilifi Head office
<b>Reporting Relationships</b>	
<b>Reports to</b>	Call Centre officer
<b>Directs reports</b>	Marketing Manager
<b>Job Purpose</b>	
This job is responsible for handling customer interactions (calls, emails, chats) to provide support, resolve issues and provide information on available products and services.	
<b>Key Responsibilities/ Duties / Tasks</b>	
<ol style="list-style-type: none"><li>1. Handling members queries and offering utmost support through telephone and email.</li><li>2. Providing relevant information on membership, products, services and solutions</li><li>3. Online member Recruitment.</li><li>4. Activation of dormant accounts.</li><li>5. Cross-selling of Sacco products.</li><li>6. Any other duty assigned from time to time by the supervisor</li></ol>	
<b>Academic qualifications</b>	
Bachelor's degree in public relations, Marketing and Mass communication and any other business-related course.	



<b>Professional Qualifications / Membership to professional bodies</b>
Marketing Society of Kenya.
<b>Previous relevant work experience required.</b>
One Year of relevant work experience

Qualified applicants to apply enclosing their Signed Cover letter, ID Copy, an up-to-date CV, evidence of current or past employment, Academic & Professional Certificates and copies of relevant testimonials addressing to:

**HUMAN RESOURCE MANAGER  
IMARIKA DT SACCO LTD  
P.O BOX 712-80108  
KILIFI.**

**Please Note that:**

- ❖ The deadline for submitting applications is **Tuesday 2<sup>nd</sup> June 2026** Close of Business.
- ❖ Applications received later than this date will **NOT BE** considered.
- ❖ Only shortlisted candidates will be contacted.
- ❖ Canvassing will lead to automatic disqualification.
- ❖ Imarika Sacco Does **NOT CHARGE** A Fee at any stage of the Recruitment Process (Application, Interview Meeting or Appointment).