



INSTITUTION OF SURVEYORS OF KENYA (ISK)

CAREER OPPORTUNITIES

MEMBERSHIP OFFICER

JOB TITLE:	MEMBERSHIP OFFICER
LOCATION:	NAIROBI
REPORTING TO:	CHIEF EXECUTIVE OFFICER
GRADE:	3

The Membership Officer shall be responsible for all administrative functions of ISK membership including promotion, recruitment, retention, renewal, preparation of membership reports, and maintenance of the membership database and managing all aspects regarding the membership.

A. SPECIFIC RESPONSIBILITIES

- i. Developing and implementing membership drive strategies according to Market trends and members' demands to enhance loyalty, retention and growth
- ii. Overseeing development of membership quality services and delivery
- iii. Ensuring growth in membership base and respective incomes
- iv. Developing effectiveness infrastructure and systems for membership services
- v. Conduct Membership recruitment and retention initiatives;
- vi. Coordinating ISK Membership Chapter Programmes and outreach operations;
- vii. Coordinating subscriptions follow up;

- viii. Identifying and developing promotional avenues to raise awareness of the Institution;
- ix. Overseeing branch and customer service operations;
- x. Carrying out training and service needs assessment for members in liaison with relevant departments and Identifying the right training programmes and services for members;
- xi. Liaising with the Research department in regards to identifying emerging issues in the surveying profession;
- xii. Designing and implementing programmes arising from member related research;
- xiii. Handling Membership complaints and disciplinary issues in liaison with Professional Practice and Ethics Committee;
- xiv. Organizing issuance of membership certificates and Certificate of good standing ;
- xv. Developing and implementing members' welfare programmes and activities;
- xvi. Maintaining an updated members database; and
- xvii. Performing any other lawful duties as may be assigned.

B. JOB SPECIFICATIONS

❖ Qualifications

- i. A Bachelors Degree in social sciences or related field from a recognised university;
- ii. A post graduate Diploma in Business Administration or Marketing
- iii. Being a Surveyor with the above qualification will be an added advantage
- iv. Current Membership with a Professional Body
- v. IT proficiency in use of MS Word, Excel, Access, Power-point, and e-mail; and
- vi. Four years experience in a similar position.

❖ **Key competencies**

- i. Ability to anticipate, understand, and respond to the needs of members and to meet or exceed their expectations;
- ii. Strong interpersonal skills;
- iii. Excellent written and verbal communication skills
- iv. Effective organizing and planning skills;
- v. Ability to establish and maintain good working relationships with ISK members; and
- vi. High degree of confidentiality.

PR & COMMUNICATIONS OFFICER

JOB TITLE: PR & COMMUNICATIONS OFFICER
LOCATION: NAIROBI
REPORTING TO: CHIEF EXECUTIVE OFFICER
GRADE: 3

The Public Relations and Communications Officer shall be in charge of handling communication and publicity activities of ISK with the aim of building, maintaining and managing the reputation of the Institution.

A. SPECIFIC RESPONSIBILITIES

- i. Formulation and Implementation of Communication strategies;
- ii. Establishing, maintaining and control; of ISK brand equity and visual identity;
- iii. Management and control of all external communication
- iv. Development of products/services, re positioning and repackaging
- v. Formulation of Corporate communication and ensuring that it is communicated through the right channels

- vi. Preparation and placement of ISK press releases , print advertisements, and media monitoring
- vii. Preparations of announcements, including news releases, newsletters and weekly news highlights
- viii. Content development for the Institution's website including regular updates of ISK web pages and addition of links to/from the site.
- ix. Production of corporate communication tools (annual report, communication kit, brochures, banners, newsletters, e-news and other brand standards)
- x. Planning and Executing the Institution's events to promote public relations and corporate image
- xi. Maintaining the Institution's clippings and historical files
- xii. Management of the Institution's social media
- xiii. Handling all media and public relations for ISK;
- xiv. Managing the Institution's magazines and an electronic bulletin;
- xv. Preparing supplements and opinion pieces;
- xvi. Sourcing for sponsorship for ISK Events and activities;
- xvii. Ensuring effective dissemination of ISK policy advocacy positions through different avenues including but not limited to press statements, policy briefs, press conferences, media appearance, website ;
- xviii. Collecting and refining articles for submission to various publications under the guidance of the Editorial and PR Committee;
- xix. Writing news releases, speeches and articles for the CEO;
- xx. Updating ISK members, staff and other stakeholders on Institutional news and other developments;
- xxi. Negotiating rates for print, television or radio media coverage; and
- xxii. Performing any other lawful duties as may be assigned.

JOB SPECIFICATIONS

❖ **Qualifications**

- i. A Bachelors degree in Mass Communication, Journalism or its equivalent from a recognised university; or
- ii. A Bachelors degree in social sciences and a post graduate qualification in Mass Communications/ Journalism/PR from a recognised institution;
- iii. Current Membership with a Professional Body
- iv. Being a Surveyor with the above qualification will be an added advantage
- v. IT proficiency in desktop publishing, use of MS Word, Excel, Access, Power-point, graphic design and e-mail; and
- vi. Three years experience in developing and implementing corporate communications programmes.

❖ **Key competencies**

- i. Ability to build strong stakeholder relationships and work with a range of different groups both internally and externally;
- ii. Ability to foster effective public relations and communications at the Institution;
- iii. Excellent written and verbal communication skills;
- iv. Effective organizing and planning skills;
- v. Presentation skills; and
- vi. Teamwork skills.