

CAREER OPPORTUNITIES

Job Title:	Membership Services Officer
Location:	ISK Headquarters, Nairobi
Reporting To:	Chief Executive Officer
Grade:	3
Salary Scale:	Kshs.70,000 – Kshs.90,000

The Institution of Surveyors of Kenya (ISK) is a Professional Organization bringing together "landed" professionals. The Members are within eight major disciplines of the surveying profession namely: Land Surveying; Valuation; Building Surveying; land Administration Managers; Engineering Surveying; Geospatial Information Management; Property Management; and Estate Agency. The Institution is inviting applications from highly competent dynamic, self-driven and results-oriented candidates to fill the position of **Membership Services Officer**.

A. SPECIFIC RESPONSIBILITIES

- 1) Developing and implementing membership recruitment strategies;
- 2) Overseeing development of membership quality services and delivery to enhance loyalty, retention, and growth
- 3) Ensuring growth in membership base and respective incomes
- 4) Coordinating ISK Membership Chapter Programmes and outreach operations;
- 5) Identifying and developing promotional avenues to raise awareness of the Institution;
- 6) Innovate and implement strategies for enhanced customer service to members;
- 7) Carrying out membership satisfaction surveys and/or needs assessment for members in liaison with relevant departments and identifying the right services for members satisfaction
- 8) Carrying out research in liaison with the Research department to identify emerging trends in membership services;
- 9) Handling Membership complaints and disciplinary issues in liaison with Professional Practice and Ethics Committee;
- 10) Support the issuance of membership certificates and certificate of good standing;
- 11) Developing and implementing members' welfare programmes and activities;
- 12) Maintaining an updated members database and support to ensure timely subscriptions payments and arrears clearance; and
- 13) Performing any other lawful duties as may be assigned.

B. JOB SPECIFICATIONS

Qualifications

- 1) A Degree in Land Surveying (Geospatial/Geomatics Engineering), Real Estate, Land Administration, Education, or related fields from a recognized University;
- 2) A post graduate Diploma in Business Administration, communication or marketing is an added advantage;
- 3) Being a current active member of ISK or any other professional organization will be an added advantage;
- 4) IT proficiency in use of MS Word, Excel, Access, Power-point, and e-mail; and
- 5) Seven years' experience in a similar position in a similar organization.

Key competencies

- 1) Proficiency with ICT software
- 2) Strong interpersonal, organizing and planning skills;
- 3) High degree of Integrity.
- 4) Excellent customer service,
- 5) Excellent communication skills – presentation, verbal and written skills
- 6) Business development skills;

Job application procedure

Interested and qualified candidates should log onto the ISK website on www.isk.or.ke for detailed requirements, and qualifications for the position. Interested candidates shall submit ONLY submit a dully filled application form, and a detailed curriculum vitae to recruitment@isk.or.ke on or before **Friday 24th April 2026**.

Kindly note that **ONLY** shortlisted candidates will be contacted.

ISK is an equal opportunity employer.