

Job Title: Membership Service Assistant
Location: ISK Headquarters, Nairobi
Reporting to: Membership and Training Manager
Salary Range: Kshs. 47,109 - Kshs. 65,000

The Membership Service Assistant will provide crucial administrative support for ISK's membership programs including processing membership applications, updating the member management system, responding to inquiries via phone or email and coordinating events. The position requires strong organizational, communication, writing and ICT skills. The Membership Assistant will report to the **Membership Services Officer**.

A. Specific Responsibilities

- 1) Respond to member questions, complaints, and requests via phone, email, or in-person and tracking and resolving inquiry tickets in the membership management system.
- 2) Conduct membership recruitment and retention initiatives; process applications, renewals, and subscription payments; and maintain and update membership management system records;
- 3) Planning and executing member events;
- 4) Developing and implementing membership drive and growth strategies;
- 5) Overseeing development of membership quality services and delivery;
- 6) Coordinating ISK Membership Chapter Programmes and outreach operations;
- 7) Identifying and developing promotional avenues to raise awareness of the Institution;
- 8) Carrying out service needs assessment for members in liaison with relevant departments and identifying the right training programmes and services for members;
- 9) Supporting the designing and implementing programmes arising from member related research;
- 10) Developing and implementing members' welfare programmes and activities;
- 11) Maintaining the member management system;
- 12) Performing any other lawful duties as may be assigned.

B. Job Requirements

- 1) A Bachelor's Degree in Surveying (Geospatial/Geomatics Engineering), Real Estate, Land Administration, Business Administration or related field from a recognized University;
- 2) A post graduate Diploma in Business Administration or Marketing is an added advantage;
- 3) Being a Member of Institution of Surveyors of Kenya (ISK) or a professional body with the above qualification will be an added advantage;
- 4) ICT proficiency in Microsoft Suite and CRM;
- 5) At least three (3) years' experience in a similar position and similar organization.

C. Key competencies

- 1) Ability to anticipate, understand, and respond to the needs of members and to meet or exceed their expectations;
- 2) Strong interpersonal, organizing and planning skills;
- 3) High degree of confidentiality.
- 4) Excellent customer service,
- 5) Excellent communication 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 **24th August 2026**. Kindly note that **ONLY** shortlisted candidates will be contacted.

ISK is an equal opportunity employer.