1.1 Assistant Manager/Head of Region (Athi River, Nairobi and Eastern)

Job Title:	Assistant Manager/Head of Region (Athi River, Nairobi and Eastern)	
Current Grade:	EPZA 4	
Ministry /Corporation:	Export Processing Zones Authority	
Directorate:	Operations and Investor Support	
Department:	Investor Support	
Division:	N/A	
Section / Unit:	Investor Support	
Location / Work station:	EPZA HQs	
Reporting Relationships		
Reports to:	Manager – Investor Support	
Direct reports:	Principal Investor Support Officer	
Indirect reports:	All other staff in the Region	
Joh Purnose		

Job Purpose

The job holder is responsible for ensuring sound Investor Support and facilitation for the EPZ Enterprises as well as investor retention and general growth and expansion of the EPZ programme.

Key Responsibilities / Duties / Tasks

I.Managerial / Supervisory Responsibilities

- a) Develop work plans and budgets for the Regional office for approval
- b) Oversee the execution of the approved Regional work plans and budgets
- c) Oversee performance management in the Region
- d) Prepare and submit monthly, quarterly and annual reports for the Region
- e) Identify training needs for the Regional staff
- f) Participate in the recruitment of staff within the Region
- g) Participate in the development and review of the organization strategic plan
- h) Identify procurement needs of the Region
- i) Mentor and coach regional staff
- j) Participate in various committees in the Organization

- a) Implement policies and procedure manuals for investor support facilitate
- b) Promotion of the EPZ programme

- c) Ensure compliance with Kenya Laws by all EPZ Enterprises.
- d) Partner with different organizations for effective Investor support Service.
- e) Monitor performance of the EPZ Enterprises
- f) Liaison with different government agencies
- g) Undertake Pre Investment and Post Investment facilitation for New EPZ Enterprises.
- h) Facilitate Backward Linkages between EPZ Investors and domestic suppliers
- i) Organise EPZ Stakeholders Forums.
- j) Carry out performance appraisals for staff in the Section
- k) Source and disseminate strategic information to investors on International, Regional and national initiatives on potential Business opportunities and Markets.

Job Dimensions:

I. Financial Responsibility:

- (a) Participate in budget development and implementation.
- (b) Develop and monitor procurement for the Region.
- (c) Recommend Regional expenditures for payment by Finance department.

(b) Responsibility for Physical Assets

Responsible for all EPZA physical assets in the Region.

(c) Decision Making:

- a) Make strategic, operational and financial decisions
- b) Plan work of subordinates
- c) Assign work to subordinates
- d) Monitors subordinates work performance

(d) Working conditions:

May be required to work odd hours

Required to be on call from time to time

Required to travel from time to time

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

- a) Masters Degree Business Management/Administration or related field from a recognized Institution
- b) Bachelors' Degree in Business Management/ Administration or related field from a recognized institution

Professional Qualifications / Membership to professional bodies

- a) Management course lasting not less than 4 weeks from a recognized Institution
- b) Member of a relevant professional body
- c) Proficiency in Tax/Import/Export/Immigration Documentation, Business Licences/Permit Procedures
- d) IT proficiency

e) Meets the provision of chapter six of the Constitution

Previous relevant work experience required.

Have nine (9) years relevant experience with three (3) years' experience as a Principal Investor Support Officer or Principal Liaison Officer or Principal Industrial Relations and Compliance Officer

Functional Skills:	Behavioral Competencies/Attributes:
a) Networking Skills	a) Leadership skills
b) IT proficiency	b) Interpersonal skills
c) Report writing skills	c) Discreteness
d) Public Relations skills	d) Communication skills

1.2 Assistant Manager, Investment Promotion

Job Title:	Assistant Manager, Investment Promotion	
Grade:	EPZA 4	
Ministry /Corporation:	Export Processing Zone Authority	
Directorate:	Investment Promotion and Corporate Communication	
Division:	N/A	
Department:	Investment Promotion	
Section / Unit:	N/A	
Location / Work station:	EPZA Head Office	
Reporting Relationships		
Reports to:	Manager, Investment promotion	
Direct reports:	Principal Investment Promotion Officer	
Indirect reports:	All Staff in Investment Promotion Section	

Job Purpose

The job holder is responsible for targeting and making initial contact with prospective investors and sell Kenya and Kenya's EPZ's as a preferred investment location.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

- a) Participate in development of the section's Work plan and budget;
- b) Prepare monthly, quarterly and annual sectional reports
- c) Mentor and coach staff
- d) Participate in the implementation of the performance management system in the section
- e) Participate in departmental meetings
- f) Participate in committee meetings as appropriate

- a) Identify and develop suitable promotion materials to market Kenya
- b) Identify target markets, sectors and industries for priority marketing expenditure
- c) Disseminate information on investment environment to create awareness, and enhance Kenya's image.
- d) Oversee creation and delivery of advertisements, and other marketing materials.
- e) Manage the production of marketing communication messages by ensuring messages are consistent and liaising with major media house and deploying point of sale material to potential investors.

- f) Assist in developing promotion strategy, new business development and initiating tailor made promotional activities.
- g) Seek information on investor needs, preferences and profile investment patterns, trends in countries, sector of focus and prospecting for new investors.
- h) Liaise and coordinate promotion effort with related complimentary agencies engaged in investment promotion to ensure effective coordination of promotional effort.
- i) Develop promotion programs in focus countries, sectors including identification of target companies.
- j) Execute promotion programs using various methods within timescale and budget.
- k) Handle investor's enquiries by ensuring high level of customer service by responding to investor's enquiries and making follow up to investment enquiries received to project proposal stage.
- I) Visit prospective investors to advice on EPZA services and incentives available.
- m) Develop and nurture positive and cordial relations with potentials EPZ investors and other stakeholders, including the media.
- n) Compile and maintain an enquiry database
- o) Organize local and international meetings, seminars for investors and specific stakeholders.

Job Dimensions:

I. Financial Responsibility:

- a) Preparation and development of Section budgets and approval.
- b) Oversee the execution of the approved Section work plans and budgets

II. Responsibility for Physical Assets

- a) Responsible for physical assets assigned by the Institution
- b) Provide oversight for all physical assets in the section

III. Decision Making:

Make decisions using standard operating procedures

Plan the work of subordinates.

Assign work to subordinates.

Monitor subordinates work performance.

Appraise/evaluate subordinates performance.

IV. Working conditions:

Work predominantly within the office with occasional travel

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

- a) Masters Degree in Business/International Business/Marketing or related field from a recognized Institution;
- b) Bachelors degree in Business, Commerce, Marketing or any related field from a recognized Institution;

Professional Qualifications / Membership to professional bodies

a) Graduate Diploma from Chartered Institute of Marketing (CIM);

- b) Membership to the Marketing Society of Kenya (MSK);
- c) Management Course lasting not less than 4 weeks from a recognized Institution;
- d) Certificate in Computer Proficiency and
- e) Meet the provisions of Chapter Six of the Kenya Constitution.

Previous relevant work experience required.

Have nine (9) years' experience with three (3) years in the position of Principal Investment Promotion Officer or similar position in the Public Service or reputable organization;

Functional Skills:		Behavioral Competencies/Attributes:	
a)	IT proficiency	a) Integrity	
b)	Specialized knowledge in investment	b) Leadership skills	
	issues both locally and globally with	c) Good communication skills	
	strong economic background	d) Team work	
c)	Decision making and problem solving skills	e) Interpersonal skills	
		f) Customer care skills	
d)	Analytical skills		
e)	Report writing skills		
f)	Budgeting and financial management skills		
g)	Good administrative and coordination standards		

1.3 Principal ICT Officer

Job Title:	Principal ICT Officer	
Grade:	EPZA 5	
Ministry /Corporation:	Export Processing Zone - Authority	
Directorate:	Research, Strategy and Compliance	
Department:	Resource Mobilization and ICT	
Division:	N/A	
Section / Unit:	ICT	
Location / Work station:	EPZA Head office	
Reporting Relationships		
Reports to:	Assistant Manager, ICT	
Direct reports:	Senior ICT Officer	
Indirect reports:	ICT Officers	

Job Purpose

The jobholder is responsible for implementing the approved departmental work plans, policies, processes and procedures to support business objectives; The holder will be responsible for Security, databases and infrastructure.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

- a) Execute approved section's work plans and budgets
- b) Assist in the Preparation and submission all monthly, quarterly and annual reports for the department
- c) Assist in the Identification of training needs for the departmental staff
- d) Participate in the development and review of the ICT strategy
- e) Mentor and coach departmental staff
- f) Participate as an alternate member to the ICT manager in various committees in the Institution

- a) Manage the network infrastructure from a design, implementation, planning, and installation and support point of view.
- b) Monitor the utilization of the network systems and forecast and advice on capacity changes; reporting status to management. Identifying problems and bringing them to the Manager's

- attention with sufficient lead-time to avert crises
- c) Undertake on-going maintenance (housekeeping, health checks etc.) and maintain Technical Documentation for the systems, user manuals, license agreements, and documentation of modifications and upgrades
- d) Plan, implement, verify and troubleshoot local and wide-area enterprise networks and work focusing on advanced security, voice and wireless solutions.
- e) Plan, implement, verify and troubleshoot local and wide-area enterprise networks and work focusing on advanced security, voice, PABX's and wireless solutions.
- f) Facilitate the availability of hardware and software relating to servers, storage, network and communication systems for optimal performance and work towards minimal downtime of infrastructure;
- g) Develop policies on LAN/WAN availability, utilization and monitoring, and update departmental policies and procedures on network management;
- h) Liaise with the ICT Manager in identifying and prioritizing institutional infrastructure needs, develop cost/benefit analysis and capacity plans and collaborate with other functions in determining departmental specific needs;
- i) Carry out regular audits and tests of the network infrastructure and apply necessary corrective measures.
- j) Facilitate automation of all EPZA's network and infrastructure to improve inter-office communication;
- k) Establish a strong working relationship with external suppliers in order to enhance productivity and manage costs, through negotiations and systems error escalations.
- l) Formulate and implement information security strategies; directing system control development and access management, monitoring, control, and evaluation.
- m) Implement effective and efficient security measures that ensure network, systems and data security and recovery from internal and external security threats. These include network EPZA data access policies and restrictions
- n) Assess the Authority's information security measures, such as Unified Threat Management Devices, firewalls, anti-virus software and passwords, to identify any weak points that might make information systems vulnerable to attack.
- o) Carry out simulated attacks to test the efficiency of EPZA's security measures and prioritize security coverage to ensure that strategically important data, such as member registration information, receives the highest levels of protection.
- p) Provide training for EPZA employees, explaining security risks and demonstrating good practices, such as using strong passwords and protecting data when they use mobile devices outside the office.
- q) Set up procedures and automated processes to monitor the status of computers and networks to detect unusual patterns of behaviour and respond as necessary
- r) Analyse reports generated by the monitoring system to identify trends that might indicate a future risk;
- s) Prepare and submit monthly reports on the security levels of EPZA information
- t) Establishes system safeguards by directing disaster preparedness development; conducting preparedness tests
- u) Advice the ICT Manager on critical security issues; recommending risk-reduction solutions

Job Dimensions:

I. Financial Responsibility:

Participate in the preparation of budgets

II. Responsibility for Physical Assets

Responsible for physical assets assigned by the institution;

III. Decision Making:

- a) Makes strategic, operational and financial decisions for the section
- b) Plans the work of subordinates
- c) Assigns work to subordinates
- d) Monitors subordinates work performance

IV. Working conditions:

Work predominantly within the office

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

- a) Masters Degree in Business Information Technology, Computer Science or related field from a recognized Institution;
- b) Bachelors degree in Business Information Technology or Computer Science or a related field from a recognized Institution;

Professional Qualifications / Membership to professional bodies

- a) Have attended Management Course lasting not less than 2 weeks from a recognized Institution:
- b) Memberships to a relevant professional body;
- c) Relevant IT Certification and
- d) Meets the provision of Chapter six of the Constitution.

Previous relevant work experience required.

Have Six (6) years' experience and served as Senior ICT Officer or similar position in the Public Service or reputable organization for three (3) years

Need to know:	Attributes:
ICT proficiency	Good communication skills
	Interpersonal skills
	Attention to details

1.4 Human Resource Officer

Human Resource Officer
EPZA 7
Export Processing Zones Authority
Finance, Human Resource and Administration
Human Resource and Administration
N/A
Human Resource
EPZA Headquarters
Senior Human Resource Officer
Human Resource Assistant

Job Purpose

Responsible for implementation of the EPZA welfare scheme and coordinating the utilization of the HR Information system for accuracy and timeliness of employees' compensation and benefits. This position shall also implement the Medical, WIBA, GPA and GLC Schemes.

Key Responsibilities / Duties / Tasks

Managerial / Supervisory Responsibilities

- a) Participate in development of the Section's Work plan
- b) Prepare quarterly sectional reports
- c) Participate in departmental meetings
- d) Participate in committee meetings where necessary

- a) Implements the EPZA medical scheme, processing all medical claims and ensuring that cover limits are not exceeded, while communicating to staff on any changes relating to the medial provisions
- b) Administer the company GPA and Group Life covers, to ensure that staff and their families are compensated in cases of injury or death
- c) Ensuring adequate availability of drinking water, conducive working environment.
- d) Assist in ensuring compliance with OSHA
- e) Assist in providing professional counselling services to EPZA staff where necessary and liaise with government and professional bodies to promote mental, physical and emotional health of staff
- f) Prepares documentation for compensation of all work injury benefits (WIBA) and GPA cases
- g) Assist in preparing and submitting quarterly reports on Union and welfare management, gender,

disability, HIV/Aids, Alcohol and Drug Abuse

h) Record occupational hazards and incidences, accidents at the workplace and assist in ensuring their closure through corrective action arising from incidents, accidents, investigations and hazard reports.

Job Dimensions:

I. Financial Responsibility:

• Recommend loans for staff from SACCO, Banks and other financial institutions

II. Responsibility for Physical Assets

• Responsible for physical assets assigned by the institution;

III. Decision Making:

• Vets the Staff financial capability in servicing loans

IV. Working conditions:

• Work predominantly within the office

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

• Bachelors Degree in any of the following disciplines: - Human Resource Management or equivalent qualification from a recognized institution; and will work under supervision of a senior officer

Professional Qualifications / Membership to professional bodies

- Membership to a relevant professional body;
- Certificate in computer proficiency from a recognized institution; and
- Meets the provision of chapter six of the Constitution.

Previous relevant work experience required.

• No experience required

Functional Skills:	Behavioral Competencies/Attributes:	
 Knowledge of labor laws Analytical skills Numeracy skills 	 Attention to detail Organized and accurate Dependable and able to respond to management direction Employee relations Communication skills Multi-tasking Interpersonal skills Excellent Microsoft office skills 	

1,5 Human Resource Assistant

Job Title:	Human Resource Assistant	
Grade:	EPZA 9	
Ministry /Corporation:	Export Processing Zones Authority	
Directorate:	Finance, Human Resource and Administration	
Department:	Human Resource and Administration	
Division:	N/A	
Section / Unit:	Human Resource	
Location / Work station:	EPZA Headquarters	
Reporting Relationships		
Reports to:	Senior Human Resource Officer	
Direct reports:	N/A	

Job Purpose

The job holder is responsible for providing administrative HR support

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

N/A

II. Operational Responsibilities / Tasks

- a) Assist on providing customer service both in person and on telephone to employees.
- b) Answer queries from employees and the other stakeholders regarding HR Issues, rules and regulations relating to HR Management; respond to employment verification requests, salary and benefits.
- c) Assist in composing and prepare letters, memos and other correspondence related to assigned tasks and activities
- d) Process payroll, answer payroll questions and facilitate resolutions to any payroll errors.
- e) Prepare a variety of reports including technical reports and status reports pertaining to HR activities
- f) Plan and coordinate recruitment and examinations; prepare job advertisements, notify candidates of the application/ employment status,
- g) Coordinate on boarding process with other departments and conduct initial new employee orientation for purposes of ensuring completion of payroll and benefits documentation
- h) Maintain updated staff records Process leave and leave allowance
- i) Assist in processing newly appointed employees documents.

Job Dimensions:

I. Financial Responsibility:

1	N	1	Λ
	N	•	~

II. Responsibility for Physical Assets

• Responsible for physical assets assigned by the institution

III. Decision Making:

• Make decisions using standard operating procedures

IV. Working conditions:

- Work predominantly within the office
- Work under steady pressure with frequent interruptions and high degree of public contact

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

- Diploma in any of the following disciplines: Human Resource Management/Development or equivalent qualification from a recognized institution OR
- Certificate in Human Resource Management/ or equivalent qualification from a recognized institution with 6 years relevant experience in the Public Service or reputable organization

Professional Qualifications / Membership to professional bodies

- Certificate in computer proficiency from a recognized institution; and
- Meets the provision of chapter six of the Constitution

Previous relevant work experience required.

No relevant work experience for Diploma holders.

Functional Skills:	Behavioral Competencies/Attributes:
Knowledge of labor lawsAnalytical skillsNumeracy skills	 Attention to detail Organized and accurate Dependable and able to respond to
Numeracy skins	 management direction Employee relations
	Communication skillsMulti-tasking
	Interpersonal skillsExcellent Microsoft office skills

1.6 Assistant Office Administrator

Job Title:	Assistant Office Administrator	
Grade:	EPZA 7	
Ministry /Corporation:	EPZA	
Directorate:	Finance, Human Resource and Administration	
Department:	Administration	
Division:	N/A	
Section / Unit:	Administration	
Location / Work station:	Administration Building, Viwanda Road	
Reporting Relationships		
Reports to:	Principal Assistant Office Administrator	
Direct reports:		
Indirect reports:	Office Assistant	
Job Purpose		
The job holder is responsible f	or secretarial services and others of clerical in duty	
Key Responsibilities / Duties /	Tasks	
I. Ma	nagerial / Supervisory Responsibilities	
N/A		
•	II. Operational Responsibilities / Tasks	
a) Word and data processing		
b) Managing electronic office		
c) Operating office equipment		
d) Maintaining office diary, appointments, travel itineraries		
e) Attending to visitors and clients		
f) Ensuring security of office records, equipment		
g) Keeping of correspondence and file movement		
h) Preparing responses to simple routine responses		

i) Managing office protocol and etiquette

j) Maintaining integrity and confidentiality of data

Job Dimensions:			
I. Financial Respon	usibility:		
N/A			
II. Responsibility fo	r Physical Assets		
Responsible for physical assets assigned by the institution;			
III. Decision Making	;		
Makes decisions using work instructions			
IV. Working condition	ons:		
Work predominantly within the office			
Job Competencies (Knowledge, Experience	and Attributes / Skills).		
Academic Qualifications-KNEC			
a) Bachelors degree in Secretarial Studies/Business Office Management or equivalent from a recognized Institution OR b) Higher Diploma in Secretarial Studies from the Kenya National Examinations Council (KNEC); OR c) Business Education Single and Group Certificates (BES & GC) Stage I, II and III from the Kenya National Examinations Council in the following subjects: - d) Shorthand III (minimum 100 w.p.m.); e) Typewriting III (50 w.p.m)/Computerized Document Processing III; f) Business English III/Communications II; g) Secretarial Duties II; h) Office Practice II; i) Commerce II; and j) Office Management III/Office Administration and Management III; Professional Qualifications / Membership to professional bodies a) Certificate in computer applications from a recognized institution b) Meets the provisions of Chapter Six of the Constitution Previous relevant work experience required.			
Functional Skills:	Behavioral Competencies/Attributes:		
Attention to detail	Communication skills		

Self-motivated

Ability to maintain confidentiality

1.7 Office Administrative Assistant

Job Title:	Office Administrative Assistant	
Grade:	EPZA 9	
Ministry /Corporation:	EPZ-A	
Directorate:	Finance, Human Resource and Administration	
Department:	Human Resource and Administration	
Division:	N/A	
Section / Unit:	Administration	
Location / Work station:	Administration Building, Viwanda Road	
Reporting Relationships		
Reports to:	Senior Assistant Office Administrator	
Direct reports:		
Indirect reports	Office Assistants	
Job Purpose		
The job holder is responsible for se	cretarial services and clerical/administrative work.	
Key Responsibilities / Duties / Tasks		
I. Managerial / Supervisory Responsibilities		
I. Manage	rial / Supervisory Responsibilities	
I. Manage	rial / Supervisory Responsibilities	
N/A	onal Responsibilities / Tasks	
N/A	onal Responsibilities / Tasks	
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N/A II. Operation a) Data processing from manuscript b) Operating office equipment and color of the color of	onal Responsibilities / Tasks ots d security of office equipment, documents and records sustomers al Responsibility: sibility for Physical Assets	

IV. Working Conditions:

Work predominantly within the office

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications-KNEC

- a) Diploma in Secretarial Studies from KNEC or equivalent from a recognized Institution OR
- b) Business Education Single and Group Certificates (BES & GC) Stage I, II and III from the Kenya National Examinations Council in the following subjects:-
- c) Typewriting II (40w.p.m)/Computerized Document Processing II;
- d) Shorthand 80 wpm
- e) Business English II/Communications I;
- f) Office Practice II;
- g) Secretarial Duties II;
- h) Commerce II; OR
- i) Craft Certificate in Secretarial Studies from the Kenya National Examination Council;

Professional Qualifications / Membership to professional bodies

- a) Certificate in computer applications from a recognized institution.
- b) Meets the requirement of Chapter Six of the Constitution

Previous relevant work experience required.

Direct entry for Diploma in Secretarial Studies or equivalent qualification holders or three (3) years relevant work experience for Craft Certificate holders 2 years' serving experience

Functional Skills:	Behavioral Competencies/Attributes:
Attention to detail	Interpersonal skills.
Communication skills	Honest and confidentiality

1.8 Driver

Job Title:	Driver
Current Grade:	EPZA 11
Ministry /Corporation:	Export Processing Zone Authority
Directorate:	Finance, Human Resource and Administration
Division:	N/A
Department:	Human Resource and Administration
Section / Unit:	Administration
Location / Work station:	EPZA HQ or regional offices
Reporting Relationships	
Reports to:	Administration Officer
Direct reports:	N/A

Job Purpose

Responsible for managing and operating the assigned fleet unit.

Key Responsibilities / Duties / Tasks

I. Managerial / Supervisory Responsibilities

NA

II. Operational Responsibilities / Tasks

- a) Maintaining cleanliness of the vehicle at all times.
- b) Maintaining a neat work ticket.
- c) Ensuring safety of passengers and/or goods.
- d) Ensuring security of the vehicle on and off the road.
- e) Detecting and reporting any malfunctioning of the vehicle or motor cycle systems to the transport officer.
- f) Carryout routine checks like engine Oil, Coolant, Tyre Pressure before and after any journey and report any unusual observation to the transport officer.
- g) To comply with all the Kenyan Traffic Laws and Government Check Unit regulations.
- h) Ensuring overall vehicle maintenance and management.

Job Dimensions:

I. Financial Responsibility:

NA

II. Responsibility for Physical Assets

a) Responsible for fleet unit assigned by the Authority

III. Decision Making:

a) Makes decisions using work instructions

IV. Working Conditions

- a) The job holder is subject to moderate hazards and moderate physical demand.
- b) Experience moderate disruption to leisure

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic Qualifications

Kenya Certificate of Secondary Education (KCSE) minimum mean grade 'D' plain or its equivalent;

Professional Qualifications / Membership to professional bodies

- c) Valid Class BCE Driving License free from any endorsement;
- d) Occupational Trade Test Grade II for drivers;
- e) Meets the provisions of chapter six of the constitution

Previous relevant work experience required.

Served in the grade of Driver at least three (3) years in the public service or in a reputable organization

Functiona	al skills	Behavioral competencies/ Attributes:
-	Dledge of the Kenya Traffic Act and D regulations	a) Ability to communicateb) Interpersonal skill
b) Good	l Judgement	c) Integrity and commitment
c) Ability	y to take instructions	d) Team playing skills