



## **Job Vacancy: Membership Development & Liaison Officer**

**Job Status:** Full Time

**Job Category:** Renewable Contract

**Duty Station:** Nairobi

The Kenya Alliance of Resident Associations (KARA) is the umbrella body representing the voice and proactive action of Resident Associations on effective, responsive, and efficient service delivery at the Neighborhood, County and National levels. KARA is a non-political, non-profit, non-denominational, and non-racial organization that works through lobbying, networking, mediation, training, research and information sharing to enable Resident Associations engage in structured and inspired social action that results in neighborhoods with better quality of life.

KARA is seeking to recruit a dynamic and result oriented **Membership Development & Liaison Officer** to support implementation of its membership strategy.

### **Job Purpose:**

The officer will take lead in membership recruitment, retention and development in line with KARA's membership strategic focus. He/she will be responsible for all aspects of membership including membership services, overseeing robust participation and engagement of members in KARA initiatives and establishing seamless and excellent relationship with members.

### **Duties and Responsibilities:**

- Develop and implement clear plans and strategies for membership recruitment, retention and development.
- Maintain an accurate and up to date database of existing members and new membership leads for follow up.
- Carry out regular needs assessment for members and design activities and programs that are responsive to the needs of members
- Monitor and support existing members activities as well as engagement between members and key partners and/or service providers.
- Be the primary point of contact for existing members and new membership enquiries and ensure responses to all issues/enquiries raised by members are made in a timely manner and followed up.
- Generate membership, recruitment and revenue statistics to aid management decisions.
- Engage regularly with existing members to evaluate satisfaction levels and compile suitable reports on the findings for dissemination to management and the wider secretariat team
- Ensure effective, efficient and timely communication with members and other stakeholders through the social and mainstream media.

- Support administration of the Association’s events, conferences, forums, workshops, projects and work in any other initiative where your assistance might be required.

### **Education, knowledge and experience**

- At least an undergraduate degree in Community Development, Communication, Public Relations, Marketing, International Relations or a related field from a recognized university.
- Demonstrated experience in a comparable role for a membership organization or evidence of suitable experience of administering a large number of clients or members.
- Excellent written and verbal communication skills including demonstrated experience in use of social media platforms and techniques for communication to targeted audience.
- Excellent relationship and networking skills
- Good understanding of stakeholder engagement, policy development and member recruitment and retention processes.
- Experience in planning, implementing and monitoring member-responsive activities and projects.

### **Personal Attributes and Competencies**

- Self motivated, resourceful and confident.
- Comfortable engaging with large groups in a professional manner.
- Comfortable working collaboratively.
- Able to think holistically with attention to detail.
- Active interest in service delivery issues, community development and engagement and development of policies and laws relevant to KARA work.

### **How to Apply**

Interested candidates are requested to submit an application letter together with the curriculum vitae to: [mail@kara.or.ke](mailto:mail@kara.or.ke). Deadline for submission of applications is **19th January 2023** by **5pm**. Only shortlisted candidates will be contacted.