

MARKETING AND CUSTOMER SERVICE OFFICER

We wish to recruit a Marketing and Customer Service Executive with the following minimum requirements and responsibilities:-

Main Responsibilities

1. Drive brand awareness campaigns
2. Provide administrative support to the sales and marketing function
3. Gather market intelligence
4. Developing and implement Corporate Social Responsibility initiatives
5. Create a comprehensive social media strategy
6. Manage and help to create marketing content for social media purposes
7. Monitor trends in social media tools and applications
8. Monitor and evaluate social media results on a daily basis
9. Spear head Communication to team and management on market activations, project development, timelines, and results.
10. Keep pace with social media and internet marketing industry trends and development.
11. Plan, execute, coordinate and monitor brand media strategies
12. Address customer queries, compliments, requests and complaints promptly
13. Preparing daily and weekly reports
14. Any other responsibility/task assigned by the management.

Required Qualifications/Experience/Skills:

1. Degree in Marketing or any business related field(Marketing Option)
2. Post graduate Marketing qualification
3. Member of the Marketing Society of Kenya / Institute of Public Relations Practitioners
4. Minimum 3 years' experience in Marketing.
5. Excellent planning, organizing and customer handling skills. Must be a relationship builder.
6. Team working skills, assertive and flexible.
7. Able to communicate fluently in English and Kiswahili
8. Ability to work under a high pressure environment
9. Hard working, highly responsible, proactive and self-motivated
10. Prior experience working in the security industry is an added advantage

Applications:

Applicants should send a cover letter and CV (2 pgs max) explaining their interest in the position, what they can bring to the job and the names and addresses (including telephone and email) of three referees who are knowledgeable about the candidate's professional qualifications and work experience to hr@911group.co.ke on or before **Friday 31st March, 2017**