



**IG SACCO PLAZA, KHALISIA ROAD 3,
P. O. BOX 1150, 50100 KAKAMEGA– KENYA
TEL/NO. 056 – 30864, Mobile 0726340851 OR 0736333334,
Email: info@igsaccoltd.co.ke. Website: www.igsaccoltd.co.ke**

JOB DESCRIPTION

JOB TITLE: CALL CENTER AGENT

Overall Responsibility

The job holder is responsible for execution of call center operations to ensure excellent customer service, effective communication and member engagement.

Key Responsibilities

- Provide personalized and quality service to customers.
- Handle escalated customer issues and complaints effectively and develop and implement strategies to enhance member satisfaction.
- Ensure timely and professional communication to members via phone, email, WhatsApp and social media platforms.
- Generate and analyze call center performance reports, including call volumes, response times and customer satisfaction metrics.
- Develop FAQs and call scripts for the call center team to ensure consistent communication.
- Managing Sacco's social media platforms, responding to enquiries and comments and engaging with members.
- Plan and execute social media campaigns across all platforms and manage email campaigns.
- Oversee content creation for social media platforms, develop social media posting schedule, campaigns and insights to promote the Sacco's products and services.
- Manage the Sacco's website, ensuring content is updated, monitor website analytics and user behavior, optimizing for increased engagement and improved user experience.
- Conduct member satisfaction surveys via calls, emails and social media platforms and analyze results and provide recommendation for improvement.

Qualifications.

- A Bachelor's Degree in Marketing, Communication and Public Relations from a recognized institution.
- A minimum of two (2) years working experience in a similar role.
- Thorough knowledge of Customer service and public relations principles.

Desired Skills and Competencies:

- Outstanding communication and interpersonal skills.
- Knowledge in digital marketing and CRM tools.
- Ability to manage multiple tasks and calls efficiently.
- Proven ability to work on own initiative.
- Creative problem solving and analyzing skills.

Interested applicants who meet the prerequisite requirements should send their application letters together with an updated CV, Copies of their National ID, certificates and testimonials to the email or postal address below. Applications to reach us on or before **Friday 5th September, 2025.**

**THE CHIEF EXECUTIVE OFFICER,
INVEST & GROW (IG) SACCO SOCIETY LTD
IG SACCO PLAZA, KHALISIA ROAD 3,
P.O. BOX 1150-50100, KAKAMEGA- KENYA.**

or

[**careers@igsaccoltd.co.ke**](mailto:careers@igsaccoltd.co.ke)

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.

NOTE: Invest & Grow (IG) Sacco Society Limited is an Equal Opportunity Employer.

“Our Investment, Our Growth”