

CAREER OPPORTUNITY

Our Client, the Affordable Housing Board (AHB), is a body corporate established under the Affordable Housing Act of 2024 as a State Corporation within the State Department for Housing and Urban Development. It is mandated to provide a framework for development and access to affordable and institutional housing.

The Board of Directors is seeking to recruit a qualified, highly experienced, and results-oriented individual with a high degree of professionalism to fill the position of CUSTOMER CARE ASSISTANT II, AHB 8

VACANCY FOR THE POSITION OF CUSTOMER CARE ASSISTANT II

JOB PURPOSE

The Corporate Communications cadre will be responsible for designing and implementing strategic corporate communications and public relations.

REPORTING RELATIONSHIP

This role reports to the Senior Corporate Communications Officer

KEY DUTIES AND RESPONSIBILITIES

The duties and responsibilities of a Customer Care Assistant II will entail:

- i. Receiving and responding to customer inquiries on housing allocation, tenant purchase schemes, estate management, and housing fund services, ensuring courteous handling and basic resolution;
- ii. Recording, updating, and maintaining customer service logs, inquiries, and complaints in the Board's service desk/database;
- iii. Directing customers to appropriate officers or departments for specialized assistance;
- iv. Assisting in organizing customer service counters, call centers, and help desks for smooth operations;
- v. Supporting the administration of customer satisfaction surveys by distributing questionnaires and collecting responses;
- vi. Participating in sensitization forums, exhibitions, and public awareness events under supervision;
- vii. Assisting in monitoring service delivery by recording wait times, complaint resolution rates, and client feedback; and
- viii. Providing front-desk reception duties, including welcoming clients, directing visitors, and handling inquiries courteously.

REQUIRED QUALIFICATIONS

For appointment to this level, a candidate must have:

- i. Cumulative service period of three (3) years' work experience at the grade of Customer Care Assistant III or in a comparable position.
- ii. Diploma in any of the following disciplines: Customer Service, Public Relations, International Relations and Diplomacy, Communication Management, Front Office, or equivalent qualification from a recognized institution;
- iii. Proficiency in Computer applications; and
- iv. Shown merit and ability as reflected in work performance and results.

KEY SKILLS AND COMPETENCIES

- i. Interpersonal skills;
- ii. Communication skills;
- iii. Team player;
- iv. Ability to meet deadlines;
- v. Customer-focused skills;
- vi. Report writing skills;
- vii. Analytical skills
- viii. Critical thinking skills;
- ix. Report writing skills;
- x. Analytical skills

HOW TO APPLY

Interested and eligible candidates may apply and access the detailed job description, specifications, and required experience for the position on the AHB's website at

<https://affordablehousingboard.go.ke/careers> or www.acalconsulting.co.ke/Careers

Candidates should submit their applications, including the cover letter, a copy of their National ID, copies of their academic and professional certificates, testimonials, and a detailed CV, indicating current position, qualifications, working experience, names of three (3) professional referees, current remuneration, and daytime telephone.

Applicants MUST submit their completed application quoting the job reference for the specific position addressed to.

**THE CHAIRMAN,
AFFORDABLE HOUSING BOARD (AHB),
P.O BOX 27521- 00100,
NAIROBI.**

Applications should be received by 17th March 2026, 5p.m E.A.T

No physical applications will be allowed. All applications must be submitted via the portal. It is an offence to include incorrect or misleading information in the applications as per the provisions of the Public Officers Ethics Act, 2003.

AHB is an Equal Opportunity Employer committed to Diversity, Equity and Inclusion. PLWD are encouraged to apply. Applications without the relevant qualifications and copies of required documents will not be considered. Any canvassing will lead to automatic disqualification.

Only shortlisted candidates will be contacted