JOB ADVERTISEMENT.

CUSTOMER EXPERIENCE OFFICER.

Job Profile:	
Job Title:	Customer Experience Officer.
Report to:	Branch Manager.
Location:	Dimkes DT Sacco Branches.
Work Pattern/Hours:	As per the Sacco's HR Policy-Full time.
Start date:	Immediately.

Key Responsibilities:

- To take responsibility for being the first point of contact for all callers and visitors in the branch and ensuring that a high quality of service is delivered at all times.
- Receiving customer's complaints and ensuring that they are assisted.
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organization with their enquiries.
- To ensure that all calls to the Customer Service desk are dealt with promptly, in line with agreed standards and targets.
- To take ownership and responsibility for all enquiries presented to the Customer Service desk, identify customer needs, and utilizing appropriate questioning and listening skills to identify and offer appropriate solutions.
- Registration and account opening for new customers and other alternative business channels such as Mchipuka
- Customer accounts update.
- Compliance to AML, KYC prudential guidelines in daily operations.
- Maintain corporate image of the branch e.g. Banking hall Cleanliness.
- Assist in Que management for efficient and effective service delivery
- Carry out branch trainings on customer service, customer experience and product management.
- Ensure member retention through calling and activating dormant accounts.
- Ensure promotional and marketing materials are available in all centers and other strategic place in the banking hall.
- Management of visitor's log and register in the branch.
- Business development- Membership recruitment, deposit mobilizations etc.
- Any other duty assigned.

Ideal Job Holder Specifications:

Academic:

- Degree in business related field or public relations.
- Professional Certifications an added advantage.

Desired Work Experience:

- At least Two (2) years' working experience.

Attributes:

- Excellent interpersonal Skills.
- Excellent Communication Skills.
- Strong analytical Skills.
- Good-decision making Skills.
- Good listener.

How to apply;

- Application should be submitted through careers@dimkessacco.co.ke by **23rd February 2026.** Only shortlisted candidates will be contacted.
- Clearly indicate your **Current** and ***Expected salary*** in the cover letter **(Mandatory).** Also indicate the **position** applied on the **subject line**.
- Successful candidates must fulfill the requirements of chapter six of the constitution of Kenya 2010.