The Northern Rangelands Trust Trading Ltd (NRTT) is the commercial wing of the Northern Rangelands Trust (NRT). NRT was established in 2004 and its mission is to develop resilient community conservancies which transform people’s lives, secure peace and conserve natural resources. It is the umbrella organization for 39 community conservancies, in northern, eastern and coastal Kenya. NRT Trading is a stand-alone, social impact enterprise created in 2014 by the Northern Rangelands Trust (NRT) and The Nature Conservancy (TNC). Its mission is to “transform lives through enterprise” by creating sustainable businesses and commercial activity that benefit people, communities, wildlife and the environment in northern Kenya. NRT Trading is a wholly owned subsidiary company of the Northern Rangelands Trust (NRT). As part of this mission, NRT Trading aim to champion expansion of economic opportunities, diversification of community wealth, and promotion of inclusivity in wealth creation particularly for women and youth.

Northern Rangelands Trading Ltd (NRT Trading) is seeking to recruit a Customer Care Officer - Beadworks to provide effective and efficient customer care services. BeadWORKS is a social impact business geared to helping women from the Conservancies of the Northern Rangelands Trust to earn incomes from the production and sale of beaded handicrafts.

The applicant must have a passion to transform the communities economically. They must be willing to learn and grow take up new challenges and try find solutions and be part of the team, of the women and the staff at the office. The work station will be at the NRT Trading HQ at the Matunda Gate of the Lewa Wildlife Conservancy and the person must be flexible with work hours and be able to liaise with customers in the USA, which will entail being on call/email until late night.

**ROLES AND RESPONSIBILITIES:**

- Liaison between production and sales team.
- Will be responsible for creating the beading templates on online software and email customers for approval.
- Responsible for photographing products upon request of Sales team for prospective and current clients.
- Responsible for relaying all information to the correct person on the production team (Manager included).
- Responsible for briefing field rep for quality control and what needs to be conveyed to star beaders.
- Responsible for researching and advising on color, design and market trends.
- Responsible for customer experience when guests visit Matunda.
- Responsible for ensuring the display is neat and stocked.
Help with local customer support and sales.
- Be able to create content (IG, stories, fulfilling customers’ requests on stories and pictures etc.)
- Responsible for checking stocks after orders come in (color, style etc. and sending pictures of those items to sales reps)

**MINIMUM QUALIFICATIONS AND JOB REQUIREMENTS:**

- Bachelors degree in a related field preferred – Communications, English, Project management, product development, etc.
- Oral and written English must be excellent.
- Must have exceptional communication skills to be able to liaise with customers in the USA.
- Must have a Customer service orientation.
- Must be able to manage and resolve customer’s complaints when they occur.
- The candidate must have good records management

If your profile matches the above job specifications, please send your application including a detailed CV highlighting relevant experience, a daytime telephone contact, email address, and the names of three professional referees to reach us by close of business on **Thursday, 27th February 2020** to: hr@nrt-kenya.org addressed to: Operations Director, Northern Rangelands Trust, Private Bag, Isiolo-60300

*Qualified applicants drawn from the membership of conservancies where we operate will have a distinct advantage. Only shortlisted candidates will be contacted.*