



## **CAREER OPPORTUNITY**

The Kenya Power & Lighting Company PLC is a well-established and recognized leader in electricity distribution and retail in the region. KPLC is established as a limited liability company under the Companies Act, Cap 486, and Laws of Kenya. KPLC is at the forefront of spearheading accomplishment of Vision 2030. Kenya Power is seeking to recruit results driven and highly motivated individuals to fill the following exciting and challenging position of Customer Experience Officer.

### **CUSTOMER EXPERIENCE OFFICER IV (GRAPHIC DESIGN) CENTRAL OFFICE - MG 12 (2 Posts) Job Ref. HR: KP1/5B.2/1/3/1652**

This position will be reporting to the **Manager, Customer Experience**. The **key duties** and responsibilities will include:

- Conceptualize, design, and produce high-quality visual materials for various platforms, including social media, websites, email campaigns, advertisements, and print materials (brochures, posters, banners, etc.).
- Develop creative designs for internal and external communication, including presentations, reports, newsletters, and corporate materials.
- Ensure all visuals are aligned with Kenya Power's brand guidelines and corporate identity.
- Uphold and enhance Kenya Power's brand identity across all communication channels.
- Maintain consistency in all visual outputs, ensuring the company's messages are clear, professional, and impactful.
- Design graphics and layouts for digital marketing campaigns, including social media platforms, email newsletters, and the corporate website.
- Work closely with the social media and marketing/customer experience teams to create engaging visual content that resonates with the target audience.
- Collaborate with the marketing, customer experience, and other internal departments to understand design requirements and project objectives.
- Work with external vendors and agencies to ensure production quality and timely delivery of design materials.
- Brainstorm and develop innovative design concepts for company events, campaigns, and initiatives.
- Translate complex information and messages into visually appealing designs.
- Support the company's photography and videography needs, including editing and enhancing images/videos for various platforms.
- Attend company events to capture visual content when necessary.
- Manage multiple design projects simultaneously, ensuring deadlines are met and deliverables are of high quality.
- Maintain organized design files and project documentation.

- Stay up to date with the latest trends and best practices in graphic design, digital media, and branding.
- Suggest and implement design innovations to keep Kenya Power's visual communication fresh and modern.

### **Appointment Requirements**

- ◆ Bachelor's Degree in Graphics, Architecture, Business Administration or related studies from a recognized Institution.
- ◆ Diploma in Graphics Design and /or UI/UX Design will be an added advantage
- ◆ Three (3) years working experience in a related field
- ◆ Attention to detail
- ◆ Communications Skills
- ◆ Interpersonal skills
- ◆ Problem Solving and Analytical Skills
- ◆ Creativity and innovation
- ◆ strong design skills
- ◆ Commitment to Company Vision and Values

### **HOW TO APPLY**

Interested persons should submit their applications **online** through visiting Kenya Power website on <http://www.kplc.co.ke> Attach Curriculum vitae, copies of academic and professional certificates and other testimonials. Please note that we may use this information to conduct background verification during the recruitment process. Quote the title of the position you are applying for and include your mobile telephone contact and email address. Applications should be received not later than **Friday, 6<sup>th</sup> December 2024**.

**Only candidates offered employment shall present the following clearance certificates:**

- Valid certificate of Good Conduct from the Directorate of Criminal Investigations
- Valid Clearance Certificate from Higher Education Loans Board (HELB)
- Valid Tax Compliance Certificate from Kenya Revenue Authority (KRA)
- Current Clearance from Ethics and Anti-Corruption Commission (EACC)
- Current report from an approved Credit Reference Bureau (CRB)

***Canvassing will lead to automatic disqualification.***

**Kenya Power is an Equal Opportunity Employer. Female candidates, People living with Disabilities and those from Marginalized areas are encouraged to apply.**

*Kenya power does not charge any fee at any stage of the recruitment process (application, shortlisting, interviewing and/offer)*