

Job Description – Grievances Readiness Mechanism Officer

Job details	
Job title: Grievances Readiness Mechanism Officer	Department: Public Sector & Inclusive Insurance
Supervisor: Country Relationship Manager in Kenya	Grade: SP1
About us: <p>ZEP-RE (PTA Reinsurance Company), an institution of the Common Market for Eastern & Southern Africa (COMESA). The Company was established in 1990 under the Preferential Trade Area, a precursor to COMESA, to develop insurance and reinsurance industries and support capacity building. The Company is headquartered in Nairobi, Kenya, with regional hubs in Zimbabwe and Côte d'Ivoire, and country offices in Uganda, Zambia, Ethiopia, Sudan, Rwanda, and the Democratic Republic of Congo.</p>	
About (DRIVE) Project <p>Pastoralists represent between 33 and 65 percent of the population in the Horn of Africa (HoA). Overreliance on rainfed agricultural activities makes them particularly vulnerable to climate shocks, including droughts, and they are one of the poorest communities in the region. Pastoralists tend to keep large herds as protection for anticipated drought shocks. Yet when drought hits, the animals either die, lose value, or are sold at rock bottom prices to fund immediate needs. Emergency response can be subject to leakages or arrive too late after the animals have perished. Furthermore, pastoralists are currently at the bottom of the livestock value chains and are not providing livestock in the required quality and quantity to livestock processors/exporters.</p> <p>In this context, the World Bank Group (WBG) is supporting De-Risking, Inclusion and Value Enhancement of pastoral economies in the Horn of Africa Project (DRIVE), a regional International Development Association (IDA) project implemented in Djibouti, Ethiopia, Kenya, and Somalia. The Project will support the climate adaptation of pastoralists and help them extract greater value addition from their livestock. It will protect them against drought with enhanced access to financial services, strengthen their inclusion in the livestock value chain, and facilitate the regional livestock trade</p>	
Job Purpose <p>The Grievance Readiness Mechanism Officer will play a key role in managing and resolving customer-related queries from pastoralists participating in the DRIVE project. The officer will ensure a timely response to grievances, support after-sales services, and contribute to the smooth execution of project-related activities. Additionally, they will assist in data collection, reporting, and system optimization to enhance service delivery.</p>	
Responsibilities and accountabilities	
<ol style="list-style-type: none">1. Working with the Insurance Lead to ensure that after-sales customer services are well executed. This includes, but is not limited to, supporting activities related to payments of bonuses, claims, and other benefits to insured individuals, Community Mobilisers, and partners.2. Addressing incoming calls from farmers regarding queries and concerns on premiums, bonuses, and any project-specific inquiries.3. Making outgoing calls as required and ensuring that beneficiary information is updated in real time.4. Working with the Admin Officer and the Country Relationship Manager in Kenya to coordinate distribution activities prior to the seasonal selling window, i.e., calling aggregators and other partners for training purposes.5. Supporting the M&E expert in generating grievance reports based on the data received.	

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6. Assisting in system testing to ensure the USSD and digital platforms are operational. g) Being involved in data cleaning, i.e., making calls to collect additional data after the end of season sales.
7. Attending to any other duties that may be assigned.

Minimum requirements

- i. Bachelor's degree in Social Sciences, Business Administration, Communications, Data Science, Statistics, Public Administration, or a related field.
- ii. At least one (1) year of experience in grievance handling, customer support, complaints management, monitoring & evaluation, or a related role.

Core attributes

- i. Strong communication and interpersonal skills, with the ability to interact professionally with diverse stakeholders.
- ii. Excellent organizational and time management skills.
- iii. Ability to work under pressure and meet deadlines.
- iv. High level of integrity, empathy, and attention to detail.
- v. Strong analytical and problem-solving skills with the ability to handle and interpret large volumes of data.
- vi. Proficiency in Microsoft Office
- vii. Experience in USSD and digital platforms for customer engagement is a plus.

Relationships and working contacts

Internal –ZEP-RE DRIVE project team.

External – World Bank, HoA DRIVE team.

Work environment

Location: Nairobi Office.

Work Type: Office-based, with frequent travel to project locations within the Horn of Africa region, as required by the DRIVE project.

Interested candidates who meet the above requirements are invited to submit their applications by emailing a detailed cover letter and CV, outlining their suitability for the position to recruitment@zep-re.com by 21 February 2025. Please indicate 'GRM Officer' in the subject line of your email. Only shortlisted candidates will be contacted.

ZEP-RE is an equal opportunity employer. We welcome applications from candidates across Africa, including but not limited to COMESA member states.