



ADVERTISEMENT OF INTERNSHIP VACANCY POSITIONS

Sky World Limited, a leading IT company in Kenya, has established a 6-month internship program designed to expose recent degree and diploma holders entering the labor market to a real-world work environment. The program aims to improve their employability by bridging the gap between education, training, and practical work experience.

The company is seeking to recruit qualified and competent Interns in the

- I. Customer Service Department.**
- II. Sales and Marketing Department.**
- III. Accounts Department.**

APPLICATION PROCESS

Interested and qualified persons are requested to submit their applications by filling out an online form together with detailed copies of academic and professional certificates and testimonials.

Application to be submitted online by 4th OCTOBER 2024

Sky World Limited is an equal opportunity employer. Persons with disabilities, marginalized and minority groups who meet the job specifications are encouraged to apply. Canvassing will lead to automatic disqualification. **Only** shortlisted candidates will be contacted, details of the positions are below.

PROGRAM TITLE: CUSTOMER SERVICE REPRESENTATIVE (2 POSTS)

We are seeking a highly motivated Customer Service Representative to join our exceptional team and help us deliver outstanding services to our clients.

Job Description

Customer Service Representatives will be responsible for enhancing the customer experience by promptly responding to support inquiries via telephone or web. To excel in this role, they should perform the following key duties:

Duties and Responsibilities

- Handle all inquiries professionally and ensure excellent customer service at all times.
- Raising support tickets to enable tracking and resolution of customer requests.
- Investigating and resolving customer complaints then closing support tickets.
- Maintaining a database of customer information.
- Escalating inquiries to the appropriate team, when necessary.
- Checking product or service availability (Links).
- Passing customer feedback onto the product or sales team to improve the organization's offerings.

Skills and Experience required:

- Relevant Degree/Diploma in Communication and Public Relations or Any Other Related field from a recognized Institute.
- Graduated within the last two (2) years or in the final year of study, and not more than twenty-six (26) years.
- Recommendation/reference letter from University/ College attended.
- Organized and able to prioritize workload in a fast paced environment.
- Excellent verbal and written communication skills.
- IT literate (MS Office, internet, email systems).

- Outstanding Customer Service skills.
- Solid administration skills
- Resilient, positive, numerate, and detail-oriented.
- Rapid adaptability and swift skill acquisition in a dynamic work environment

Requirement:

- Must have a working Laptop throughout the program.
- Dedicated to work for 6 months undisrupted.
- Be able to finance yourself for the 6-month period.
- Be able to work extra hours when required and in shifts.

Follow the link to fill out the form: <https://forms.gle/2ncKGhSunLExdQJ4A>



Personal Attributes Required

- Be a person of Integrity.
- Must be a goal-oriented, dynamic, self-motivated, and passionate individual.
- Possess excellent Interpersonal and Communication Skills.
- Must be a team player and have the ability to solve problems.
- Be proficient in computer skills.

Please Note:

- Only shortlisted applicants will be contacted.
- The company does not guarantee employment after completion of the internship Program.
- Incomplete applications will not be considered.
- Diversity balance considerations will be applied in the selection process.
- All information submitted should be correct and factual.

PROGRAM TITLE: SALES AND MARKETING (2 POSTS)

We are looking for enthusiastic and detail-oriented Sales and Marketing professionals to join our dynamic team. The ideal candidates should have a passion for sales and marketing in the IT sector and collaborate effectively with the entire team to deliver exceptional experiences for our clients.

Job Description

The Sales and Marketing candidate will be responsible for identifying and developing marketing opportunities, as well as planning and executing new sales strategies to achieve the company's operational goals. Key responsibilities include preparing, implementing, and compiling data for the strategic sales plan, monthly reports, annual objectives, sales and marketing budgets, forecasts, and other required reports. The role also involves proactive daily sales activities, such as lead generation, face-to-face meetings, contract negotiations, site inspections, participating in trade shows, client entertainment, and national or international sales trips.

Duties and Responsibilities

- Developing revenue streams and maximizing the profitability of the company.
- Defining the product in line with the positioning of the brand.
- Implementing and regularly reviewing the commercial strategy of the company.
- Forecasting company revenues and preparing reports.
- Manage the sales & marketing budget.
- Manage all aspects of the sales and marketing team.
- Managing and developing new and existing accounts.
- Follow up sales leads, attend events, and present the company to prospective clients.
- To proactively drive new meetings, events, and corporate business.
- Support the meetings and events department with conversion and achieving targets.

Skills and Experience required:

- Relevant Degree/Diploma in Sales/Marketing or Any Other Related field from a recognized Institute.
- Graduated within the last two (2) years or in the final year of study, and not more than twenty-six (26) years.
- Recommendation/reference letter from University/ College attended.
- Consistently looking to maximize revenue and sales opportunities to increase business.
- Fluent in English and Kiswahili
- Rapid adaptability and swift skill acquisition in a dynamic work environment

Requirement:

- Must have a working Laptop throughout the program.
- Dedicated to work for 6 months undisrupted.
- Be able to finance yourself for the 6-month period.
- Be able to work extra hours when required.

Follow the link to fill out the form: <https://forms.gle/Nd9RDxZEJaQwN69S9>



Personal Attributes Required

- Be a person of Integrity.
- Must be a goal-oriented, dynamic, self-motivated, and passionate individual.
- Possess excellent Interpersonal and Communication Skills.
- Must be a team player and have the ability to solve problems.
- Be proficient in computer skills.

Please Note:

- Only shortlisted applicants will be contacted.
- The company does not guarantee employment after completion of the internship program.
- Incomplete applications will not be considered.
- Diversity balance considerations will be applied in the selection process.
- All information submitted should be correct and factual.

PROGRAM TITLE: ASSISTANT ACCOUNTANT (1 POST)

We are seeking an Assistant Accountant to effectively manage our company's debt portfolio. In this role, you will be responsible for collecting payments from debtors, assessing new credit applications, ensuring the timely settlement of company debts, processing invoices, maintaining the sales ledger, and providing administrative support.

Job Description

The Assistant Accountant will focus on minimizing risk and maximizing profits by ensuring that all credit issued by the company is fully paid and received on time. They will continually seek ways to improve the debt collection process, making it more efficient, timely, and advantageous for both the company and its clients. Additionally, they will assist the company in making informed decisions by analyzing and reporting on the current financial activities.

Duties and Responsibilities

- Evaluating new credit requests and conducting client credit checks.
- Managing and collecting debts from company debtors.
- Setting up the terms of credit for new clients.
- Negotiating payment plans.
- Managing the collection of all payments and debts.
- Responding to client inquiries.
- Processing invoices.
- Preparing statements and reports for the company accountant.
- Managing the sales ledger.
- Liaising with customers and the sales team.

Skills and Experience required:

- Relevant Degree/Diploma in Accounting, Finance, CPA or Any Other Related field from a recognized Institute.
- Graduated within the last two (2) years or in the final year of study, and not more than twenty-six (26) years.
- Recommendation/reference letter from University/ College attended.
- Good understanding of the legal complexities of loans, payment plans, and interest rates.
- Proficient in MS Office software.
- Strong communication skills.
- Ability to deal with problematic clients.
- Rapid adaptability and swift skill acquisition in a dynamic work environment

Requirement:

- Must have a working Laptop throughout the program.
- Dedicated to work for 6 months uninterrupted.
- Be able to finance yourself for the 6-month period.
- Be able to work extra hours when required and in shifts.

Follow the link to fill out the form: <https://forms.gle/TdwZVHbVvZTR27TP6>



Personal Attributes Required

- Be a person of Integrity.
- Must be a goal-oriented, dynamic, self-motivated, and passionate individual.
- Possess excellent Interpersonal and Communication Skills.
- Must be a team player and have the ability to solve problems.
- Be proficient in computer skills.

Please Note:

- Only shortlisted applicants will be contacted.
- The company does not guarantee employment after completion of the internship Program.
- Incomplete applications will not be considered.
- Diversity balance considerations will be applied in the selection process.
- All information submitted should be correct and factual.