



Off Gilgil – Nyahururu Road
Opposite Ol'kalou Hospital
P.O. Box, 603-20303, Ol'Kalou.

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JOB DESCRIPTION

Position Title: SECRETARY (1 POST)
Department: HR & ADMINISTRATION
Reports To: HR OFFICER

QUALIFICATIONS / EXPERIENCE / KNOWLEDGE

- Diploma in Secretarial Studies, Business Administration, Office Management, or related field.
- Certificate in Computer Applications from a recognized institution.
- Minimum of two (2) years' relevant experience in a similar role is an added advantage.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Excellent communication and interpersonal skills.
- Strong organizational, time management, and multitasking abilities.
- High attention to detail and ability to work under minimal supervision.
- Professional appearance with strong customer service orientation.
- High level of integrity, confidentiality, and reliability.

ROLES AND RESPONSIBILITIES

- Serve as the first point of contact for members, customers, visitors, and other stakeholders, ensuring a professional and welcoming reception.
- Manage the Society's front office operations and maintain a clean, organized, and professional reception area.
- Receive, screen, and direct telephone calls, emails, and other communications to the appropriate offices.
- Handle inquiries from members, customers, and visitors, providing accurate information or directing them to the relevant departments.
- Receive, register, sort, and distribute incoming correspondence and prepare outgoing mail on timely manner.
- Maintain accurate filing and records management systems, both physical and electronic, ensuring easy retrieval of information.
- Record and prepare minutes of meetings and follow up on implementation of agreed action points where required.
- Coordinate office communication and facilitate the smooth flow of information within the Society.
- Maintain confidentiality and security of organizational records, documents, and information.
- Assist in organizing meetings, trainings, workshops, and other organizational events.
- Receive and guide visitors, ensuring adherence to the Society's visitor management procedures.
- Support various administrative and clerical functions to enhance operational efficiency.
- Maintain professional relationships with members, customers, suppliers, and other stakeholders.
- Perform any other secretarial, reception, or administrative duties as may be assigned by management from time to time.



Application Process

To apply, please submit your CV and a cover letter detailing your relevant experience by 5th June 2026 to info@olkaloudairy.co.ke, or by hand delivery with the subject line “Secretary application”. Only shortlisted candidates will be contacted.