



VACANCY ANNOUNCEMENT

The Independent Policing Oversight Authority is established pursuant to the Independent Policing Oversight Authority Act Cap. 86 Laws of Kenya. Its primary mandate is to provide civilian oversight over the work of the National Police Service.

The Authority seeks to recruit results-oriented Kenyan citizens with drive, vision and creativity to fill the following vacant positions: -

No	Job Reference	Designation	Job Grade	Vacant Positions
8	IPOA/HR/19/2026	Customer Care Officer I	IPOA 8	1 Post

How to apply:

Interested candidates who meet the required qualifications are invited to submit their application **ONLINE** through the Authority's website [careers Portal](#). No Physical applications will be accepted

Detailed job description and specification for this position is available here: <https://www.ipoa.go.ke/ipoa/careers>.

All applications to reach the Authority on or before **13th May, 2026** at **5.00 p.m. East Africa time**.

Successful applicants must meet the requirements of Chapter Six of the Constitution of Kenya 2010 and provide the following documents; clearance certificate from HELB, EACC, CRB, KRA and DCI. Further to this, background checks and verification of academic certificates shall be undertaken before on boarding.

IPOA is an equal opportunity employer and shall not in its recruitment discriminate on the basis of race, religion, colour, ethnic origin, political affiliation, sex or sexual orientation, pregnancy, marital status, disability, health or social status. Kindly note that canvassing will lead to automatic disqualification.

IPOA does not engage any recruitment agencies and no medical examination is required before one attends an interview. IPOA does not charge a fee at any stage of the recruitment process (application, shortlisting or interview).

Only shortlisted candidates will be contacted.

8. IPOA/ HR/19/2026; CUSTOMER CARE OFFICER I JOB GRADE IPOA 8 (1 POSITION) (CONSOLIDATED SALARY KSH. 90,000 – 130,000)

Job Title	Customer Care Officer I
Grade	IPOA 8
Corporation/Organization	Independent Policing Oversight Authority
Directorate	N/A
Department	Corporate Communications
Location / Work Station	Headquarters, Nairobi / Regional Offices / County Offices
Reporting Relationships	
Reports to	Senior Customer Care Officer
Job Purpose	
Responsible for receiving clients and addressing their issues in a timely and efficient manner.	
Key Responsibilities/ Duties / Tasks	
<p>An officer at this grade will undertake the following duties and responsibilities:</p> <ol style="list-style-type: none"> i. Supporting the implementation of policies, strategies, guidelines, plans, standards and procedures that impact customer care while ensuring compliance with applicable laws and regulations; ii. Implementing the Authority's customer care function to enhance client satisfaction in line with the Authority's Service Delivery Charter; iii. Receiving client concerns, queries, and complaints and forwarding them to the relevant directorate or department; iv. Receiving, attending to, and directing customers and telephone calls to relevant office areas; v. Supporting the conducting of customer satisfaction exit interviews; vi. Consolidating data for compiling reports in customer care; vii. Updating records related to customer care; viii. Implementing risk mitigation measures in the division; ix. Developing and implementing the individual work plan of staff; 	
Job Competencies (Knowledge, Experience and Attributes / Skills).	
<p>For appointment to this grade, an officer must have the following qualifications:</p> <ol style="list-style-type: none"> i. Served for a period of three (3) years in the grade of Customer Care Officer II, IPOA 9 in a comparable and relevant position; ii. Bachelor's Degree in any of the following disciplines: - Business Administration, Public Relations, Customer Care Management or its equivalent from a recognized institution; and 	

iii. Proficiency in computer applications.