



INSTITUTION OF ENGINEERS OF KENYA (IEK)

EXCITING INTERNSHIP OPPORTUNITIES

The Institution of Engineers of Kenya (IEK) is the learned society of the engineering profession and co-operates with national and other international institutions in developing and applying engineering to the benefit of humanity. (See our website <https://www.iekenya.org/>) The institution was first established as the East Africa Association of Engineers on 19th January, 1945 in the Boardroom of the Chamber of Commerce, Portal Street, Nairobi. It served the East African countries until November 1972 when at a meeting in Nairobi, it was agreed functions of the division serving Kenya be transferred to a new body, the Institution of Kenya as it is today.

1. Job title	33RD IEK CONVENTION INTERNSHIP
Purpose	The Institution of Engineers of Kenya (IEK) is seeking enthusiastic, proactive and service-oriented interns to support the planning, promotion and delivery of the upcoming IEK Convention. The internship opportunities are ideal for graduates seeking practical experience in customer service, event coordination, communications, publicity and stakeholder engagement within a professional environment.
Working with	IEK Secretariat
Location	Nairobi, Kenya
Duration	Full-time - 3 Months
Other	As defined in our standard contract terms

Call Centre Intern – Two (2) Positions

Reports to: Finance & Administration Manager

Role Purpose

The Call Centre Interns will support the secretariat in responding to enquiries, engaging prospective and registered delegates, and ensuring that delegates receive timely and accurate information throughout the registration process.

Key Responsibilities

- a. Respond promptly and professionally to telephone calls, WhatsApp, and other Convention-related enquiries.
- b. Provide accurate information on Convention registration fees, program, accommodation, participation requirements and other logistical arrangements.
- c. Follow up with prospective delegates to encourage registration and participation.
- d. Follow up with registered delegates to confirm their participation and address any outstanding requirements.
- e. Support registration confirmation and maintain accurate and up-to-date delegate records.
- f. Assist with updating the Convention database and ensuring that delegate information is properly captured.
- g. Escalate complex enquiries or issues to the relevant Convention team members for appropriate action.
- h. Maintain a professional and courteous approach when engaging with delegates, members, partners and other stakeholders.
- i. Support other Convention-related activities as may be assigned.

Key Skills and Competencies

- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills.
- Good telephone etiquette and active listening skills.
- Attention to detail and accuracy in data entry.
- Ability to follow up consistently and professionally.
- Good organizational and time-management skills.

- Proficiency in Microsoft Office and familiarity with databases is an added advantage.
- Ability to work effectively in a busy, team-oriented environment.

Publicity Intern – One (1) Position

Reports to: Policy, Research & Partnership Manager

Role Purpose

The Publicity Intern will support the secretariat in implementing publicity and communication activities aimed at increasing awareness, engagement and participation in the Convention.

Key Responsibilities

- a. Support the preparation, coordination and circulation of Convention promotional and publicity content.
- b. Assist in developing and distributing communication materials across appropriate platforms and stakeholder channels.
- c. Support the implementation of Convention publicity and promotional campaigns.
- d. Assist with monitoring social media platforms and tracking engagement relating to Convention campaigns.
- e. Update and maintain publicity, media and stakeholder databases.
- f. Support stakeholder communication and follow-ups related to Convention publicity activities.
- g. Monitor publicity activities and maintain appropriate records of media and promotional engagements.
- h. Compile publicity updates and assist in preparing periodic progress reports.
- i. Support the coordination of other communication and publicity activities as assigned.
- j. Contribute creative ideas to enhance Convention visibility and stakeholder engagement.

Key Skills and Competencies

- Excellent written and verbal communication skills.
- Strong writing, editing and proofreading skills.
- Creativity and an interest in marketing, communications and publicity.
- Basic knowledge of social media platforms and digital communication.
- Good organizational and coordination skills.
- Strong attention to detail.
- Proficiency in Microsoft Office and basic digital communication tools.
- Photography, graphic design or content creation skills would be an added advantage.

General Requirements for All Interns

- **MUST** be a Graduate Engineer from a recognized institution.
- **MUST** be members of IEK and in **GOOD STANDING**
- Demonstrated interest in supporting professional events and stakeholder engagement.

- Strong interpersonal and communication skills.
- Ability to work collaboratively as part of a team.
- Willingness to learn and take initiative.
- High level of professionalism, integrity and confidentiality.
- Ability to commit to the required internship period and Convention activities.

How to Apply:

Interested and eligible candidates should submit their CV (with at least three referees) and a brief cover letter outlining their suitability for the position which should be received via <https://forms.gle/T2pZR4sKXCgiCfQr5> by close of business Thursday, 10th September, 2026 at 5.00 pm. Due to the expected volume of applications, IEK will only enter further correspondence with short listed candidates.