



CONSOLIDATED HUMAN RESOURCE SOLUTIONS LTD

RECRUITMENT AND STAFFING SERVICES

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JOB DESCRIPTION- REGISTRATION EXECUTIVE

Overall Job Purpose

Our client, in ride-hailing industry is looking for a detail-oriented and customer-focused Registration executive to perform and manage the registration process for drivers and riders on our ride-hailing platform. The ideal candidate will ensure a smooth and efficient onboarding experience, ensuring compliance with all required documents and regulations. You will play a key role in ensuring that all new users are properly registered and ready to use the app without delays.

Key Responsibilities:

- Manage and oversee the registration process for new drivers and riders on the platform.
- Verify all required documents and information submitted during the registration process, ensuring accuracy and compliance with company policies.
- Respond to inquiries and assist users with registration-related questions or issues.
- Provide guidance on the necessary steps and documentation needed for completing the registration process.
- Conduct background checks and verify the identity of drivers as per company standards and local regulations.
- Troubleshoot and resolve technical issues related to the registration process, working closely with technical and operational teams as needed.
- Monitor and ensure adherence to all regulatory and legal requirements related to registration.
- Ensure a seamless and efficient registration experience, minimizing wait times for both drivers and riders.
- Collaborate with other teams such as customer support, legal, and compliance to ensure smooth and compliant onboarding processes.
- Identify potential improvements in the registration flow to enhance user experience and operational efficiency.
- Any other task that the company might ask to do as and when required.

Skills & Qualifications:

- Strong attention to detail and organizational skills.
- Excellent communication skills (both written and verbal).
- Proficiency in using basic Microsoft office programs like word, excel, power-point, with the ability to quickly learn new tools.



- Ability to manage sensitive personal information with discretion and in accordance with privacy laws.
- Experience in customer service or administrative roles is preferred.
- Knowledge of local regulations and requirements for ride-hailing services is a plus.

Preferred Qualifications:

- Experience in the ride-hailing or transportation industry is a plus.
- Familiarity with background check procedures and identity verification processes is a plus.
- Fluent in both Kiswahili and English, with strong written and verbal communication skills.

Qualified and eligible candidates to send CV, certificates and testimonials quoting **REGISTRATION EXECUTIVE** (Job title) as the main subject to Info@consolidatedhrsolutions.co.ke on or before **14th May 2025**.

Only shortlisted candidates will be contacted

