



IDENTIFICATION	
JOB TITLE	Customer Service Intern
DIRECTORATE/UNIT	Amref Medical Centre
PHYSICAL LOCATION	Amref Health Africa in Kenya, Wilson Airport, Lang'ata Road
PERIOD	6 Months

About Amref Health Africa:

Amref Health Africa is the largest international health development organization based in Africa. Working with and through African communities, health systems and governments, Amref Health Africa's vision is for lasting health change in Africa and is committed to improving the health of people in Africa by partnering with and empowering communities, and strengthening health systems. For more on Amref Health Africa please visit www.amref.org

About the role

Your primary job is to learn which you will do through: -

- Providing excellent customer experience to all our customers at the Amref Medical Centre, by providing accurate information about our services and responding to all queries by phone and email while upholding the Amref Medical's centre commitment to excellence in service delivery.
- Engaging clients to follow up on their queries on services and updating the leadership team, to close all issues using first time resolution tactics.
- Following up with potential and current customers on requested services e.g. ensuring logistics of off-site services have been communicated accurately, payment plans are in place.
- Identifying and escalate priority issues, routing calls to appropriate resource, following up customer calls where necessary, and documenting all call information according to standard operating procedures.
- Completing call logs, prepare and share call reports timely
- Sharing any customer VOC for improvements
- Channelling any customer pain points for resolution and keeps customer informed



Your profile

You are/have

- A recent graduate from a Kenyan university or college studying Tourism, Hospitality, International Relations or any business-related courses
- Positive with a high-energy attitude
- Resourceful, creative, with a knack for problem-solving
- Proficient in Microsoft Office (especially MS Word, Excel and PowerPoint)
- Excellent written and verbal communication skills
- Self-directed and able to work without supervision
- Energetic and eager to tackle new challenges
- Can listen to and accept tough feedback

What you get

- An opportunity to learn from a diverse and welcoming team,
- An opportunity to develop your work experience and grow professional networks,

You can learn more about us by visiting the Amref Medical Centre website www.amc.amref.org

To apply: Follow guidelines provided on <https://amref.org/volunteering-and-internships/#gsc.tab=0>

Send your Curriculum Vitae and Cover Letter to email provided by 5th July, 2021. Please include the name of the internship vacancy in the subject line.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all Amref stakeholders to share this commitment.

Amref is an equal opportunity employer and has a non-smoking environment policy.