



## JOB DESCRIPTION

IDENTIFICATION	
<b>JOB TITLE</b>	Customer Service Assistant
<b>REPORTING TO</b>	Business Lead Amref Medical Center
<b>DIRECTORATE/UNIT</b>	Amref Health Innovation – Amref Medical Center
<b>DURATION</b>	1 year (Short term)
<b>PHYSICAL LOCATION</b>	Nairobi, Amref Health Africa HQ Office

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 140 programs, directly reaching more than 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in eight countries in Africa, including Kenya, Tanzania, Uganda, Ethiopia, Malawi, South Sudan, Zambia and Senegal. Amref's work in each country responds to local needs and priorities strengthen existing capacities in communities to take control of their health and strengthen the local health systems. An additional eleven advocacy and fundraising offices are located in Europe and North America. In the spirit of Ubuntu, partnership and networking are key elements of Amref Health Africa's approach.

Amref Health Africa is driven by its vision of **'Lasting health change in Africa'** and its mission **'To increase sustainable health access to communities in Africa through solutions in human resources for health, health service delivery, and investments in health'**. For more on Amref Health Africa please visit [www.amref.org](http://www.amref.org).

### BACKGROUND

The **Amref Medical Centre** has been in existence since 1981, in 2011 the facility opened its doors to the public, by introducing travel vaccination services. The facility currently provides a range of services, not limited to vaccination, general consultation, health and wellness and pre-employment checks. We are also introducing a new chronic disease management program in partnership with relevant industry stakeholders.

### ABOUT THE ROLE

The job holder will report to the Business Lead Amref Medical Centre and provide support to our clients at Amref Medical Centre. S/he will receive calls and respond to emails from customers, answer questions about our services and handle customer concerns/complaints on a daily basis.

### PRINCIPAL RESPONSIBILITIES

KEY AREA	MAIN TASKS
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Answering customer enquiries or passing them on to the appropriate department.</li> <li>• Giving information and helping to solve customer problems.</li> <li>• Arranging services for customers, e.g. home-based services for vaccination or collection of samples for laboratory processing.</li> <li>• Processing complaints and, if appropriate escalating complaints to senior team members.</li> <li>• Making sure that the customer's experience is a positive one.</li> <li>• Taking information from customers and entering it on a database.</li> <li>• Coordinate and collaborate with the cross-functional teams to ensure quality services to customers.</li> </ul>

<b>Marketing Support</b>	<ul style="list-style-type: none"> <li>• Selling products and taking orders.</li> <li>• Identification of customer needs through interaction with customers.</li> <li>• Maintaining the customer database and ensuring it is always up to date with patient contact information.</li> <li>• Support the development of customer journey maps to enable the facility to anticipate and respond to customer needs.</li> </ul>
<b>Events</b>	<ul style="list-style-type: none"> <li>• Supporting the marketing team during customer events, by being available to provide information, engage customers and respond/anticipate their needs.</li> <li>• Support marketing department by attending trade shows and industry events as required to create brand visibility.</li> <li>• Supporting marketing department by assisting in the organization of promotional events and traditional or digital campaigns and attend them to facilitate their success.</li> </ul>

**EDUCATION AND KNOWLEDGE**

- Diploma in related field
- Excellent knowledge of MS office.

**EXPERIENCE**

- Minimum of two (2) years of experience working in customer service or an administrative role.
- Relevant work experience working in the health sector or within retail where the role requires direct contact with customers.

**SKILLS AND COMPETENCIES**

- Outstanding phone and email etiquette.
- Ability to manage multiple tasks simultaneously.
- Exceptional communication skills.
- Flexible schedule.

**HOW TO APPLY**

Interested? Please visit our website <https://amref.org/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. **Closing date will be October 27, 2021.** Only shortlisted candidates will be contacted.

*Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment.*

*Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.*