



THE NAIROBI HOSPITAL

CAREER OPPORTUNITY

The Nairobi Hospital, a leading healthcare institution in Eastern Africa has an excellent career opportunity for an individual who possess a passion for excellence, strong work ethic, results-oriented and is committed to continuous improvement. The successful candidate will be a team player with the ability to effectively add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2025-2029).

Telephone Operator

REF: TNH/HRD/TO/01/2025

The overall purpose of this job is to receive in bound calls, attend to customer request/enquiries, escalate and follow up issue resolution with relevant departments in a timely manner to ensure delivery of quality customer service.

ROLES AND RESPONSIBILITIES

- a) Receive and attend to general enquires from callers on the hospital's general lines and provide information on the hospital's products and services;
- b) Receive, document and escalate client complaints to relevant departments and follow up in order to provide timely feedback;
- c) Receive and transfer incoming and outgoing calls on the hospital's general lines in a timely manner;
- d) Monitor and report telephone line outages or faults and follow up with service providers to ensure timely restoration of services;
- e) Generate monthly telephone bills and dispatch to respective heads of department for further action;
- f) Generate, update and maintain the extension directory for the main hospital and outpatient centre;
- g) Operate the hospital's bulk SMS platform and train staff on its use;
- h) Monitor and report faults on the telephone infrastructure in the main hospital and outpatient centres in collaboration with IT department;
- i) Operate the television services for the main hospital and outpatient centres and report any malfunction to maintenance department;

- j) Respond to alarms in collaboration with the security department in line with disaster management protocols;
- k) Process payments for DSTV, SMS, telephone and scratch cards among others periodically in line with requirements; and
- l) Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

Occasional duties:

The job holder may be called upon to:

- a) Participate in streamlining the discharge process in collaboration with other departments.
- b) Sit in the food safety management committee.

Occasional duties:

The job holder may be called upon to:

- a) Act as team leader on a rotational basis during work shifts.

Knowledge, experience and qualifications required

- Occupational Certificate in Telephone Operations / PABX ;
- Diploma in Front Office Operation / Customer Care / Public Relations / Communication / Hospitality Management from an accredited institution;
- At least 2 years' experience in a similar capacity;

Competencies

Technical & Behavioural competencies

- Shown merit and ability as reflected in work performance and results.
- Confidentiality and Integrity;
- Proficiency in Computer Applications;
- Team player with excellent interpersonal skills;
- Good Communication Skills;
- Self-Motivated;
- Attention to Detail;
- Adaptability and Reliability
- Able to work quickly and accurately
- Able to help customers in a friendly and efficient manner
- Keyboard skills are an advantage, as is proficiency in a second language for some positions
- Ability to express courtesy, tact and discretions
- Ability to establish and maintain positive and cooperative working relationships with those contacted in the work at all levels with a focus on quality service to internal and external customers

If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number and full contact details of 3 referees, to reach the undersigned not later than **24 January 2025**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

The Nairobi Hospital does NOT charge recruitment fees.

Director, Human Resources & Operations

The Nairobi Hospital

P. O. Box 30026 - 00100

NAIROBI

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