

JOB ADVERT

CONTACT CENTRE NURSE



Job Title	Contact Centre Nurse	Probation	3 months
Location	Nairobi	Reports to	Senior Officer MEI Contact Centre Supervisor

MSI Reproductive Choices Kenya is an NGO registered in Kenya as a local implementing partner of MSI Reproductive Choices, a UK charity. We deliver quality sexual and reproductive healthcare, family planning, and other women's health services to millions of the world's poorest and most vulnerable women. We want to make sure that women have a choice when it comes to having children and that death by unsafe abortion is reduced.

We are seeking to hire a Contact Center Nurse, who will report to the Senior Officer MEI Contact Centre Supervisor.

The main purpose of this position is to contribute to the executions of MSI Reproductive Choices Kenya call Centre's overall digital strategy by continuously communicating and engaging with our clients and other stakeholders through various communication channels for information dissemination, providing professional counselling services, feedback and directing business through client bookings across all channels.

The strategic purpose of the Department is: Exploitation of marketing opportunities and demand generation to benefit the fulfilment of MSI Reproductive Choices Kenya 's mission. The contact centres support to ensure that a client is one contact away from a safe service.

It is the responsibility of this role to further our Goal of **MAKING CHOICE POSSIBLE** for every Kenyan.

The post holder commits to and is held accountable to MSI reproductive choices core values:

Mission-driven	Client-centered	Accountable	Courageous	Resilience	Inclusive
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Key Responsibilities

- Provision of counselling, support, and information to MSI Reproductive Choices Kenya Clients and employees on phone
- Monthly reports showing number of clients and staff counselled.
- Data entry to analyse communication with the clients.
- Participate in provision of services undertaken at the call centre ensuring proper coverage.
- Detailed Client information captured in the call Centre database.
- Monthly agent activity and output reports

Provision of counselling, support and information to MSI Reproductive Choices Kenya Clients and who access MSI Reproductive Choices Kenya through our call centre on reproductive health and related issues.

- Counselling and providing relevant information to clients and who access MSI Reproductive Choices Kenya through our call centre on reproductive health and related issues.
- Route calls and emails to the appropriate resource
- Making outbound calls to all clients from our database to find out about their client experience when visiting our service delivery channels and making necessary recommendation.

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Data entry to analyse communication with the clients Activities Include:

- Enter new customer information into the system and maintain the Call Centre database.
- 100% capture of clients information

Customer Information Management

- Establishing and facilitating use of client staff and strategic partner's databases to be used in strategic marketing via bulk SMS.
- Conducting general follow ups to clients reaching our service delivery channels with specific emphasis on Family planning and cervical cancer screening.
- Capturing and continuously updating new clients information on the call centre database
- 100% follow on clients who visit MSI Reproductive Choices Kenya Centres.
- Number of clients communicated to via SMS.
- Timely escalation and resolution of all client's queries using the defined escalation procedure.
- Adhere to policies & call centre escalation matrix.
- Quality of client's data captured on client database.

Personal Development:

- Actively take responsibility for own development including personal development ownership of own training and keeping skills and knowledge up to date, seeking support plan as required.

Qualifications:

- Diploma in Nursing from a recognised learning institution.
- Courses in customer care, communication, sales, and marketing will be an added advantage.
- Experience in counselling and working in a contact centre.
- Recent graduates with interest in non-bedside nursing and telemedicine are encouraged to apply.
- At least one year working experience in an SRH organisation.
- Customer service experience.
- Knowledge of administration and clerical processes.
- Good knowledge of MSI Reproductive Choices Kenya services and services delivery channels
- Ability to work long hours and in a shift system.
- Prior experience in a call centre environment (an added advantage).
- Female candidates are encouraged to apply.

Knowledge and abilities

- Knowledge of customer service principles and practices
- Fluent communication in both English and Kiswahili with a clear neutral accent
- Verbal and written communication skills • Effective listening Skills
- Attention to detail.
- Non-judgemental
- Adaptability
- Excellent computer skills
- Stress tolerance
- Resilience
- Positive attitude
- Respect for others
- Teamwork.

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Attitude and Motivation

- **Initiative**
Thinking and taking action to make the most of opportunities by finding the optimum solution.
- **Innovative**
Thinking creatively and outside of the box so that ideas generated create a positive outcome.
- **Effective Communication**
Communicating through active listening and good questioning techniques, using appropriate body language, ensuring information is clear and concise. Demonstrating diplomacy and maintaining confidentiality
- **Responsive**
Being responsive to changing priorities and demands
- **Working Efficiently**
Planning, prioritising and organising work to ensure work is accurate and deadlines are met.
- **Sharing Information**
Sharing information and knowledge whilst maintaining confidentiality
- **Focus on Learning**
Taking responsibility for keeping knowledge and skills updated and for seeking opportunities to develop Further.
- **Commitment**
Awareness and understanding of MSI Reproductive Choices Kenya's goals, vision and values and how your role impacts on this and going the extra mile to meet role requirements.
- **Driven**
Drive and determination to deliver results.
- **Accountable**
Taking responsibility for appropriate decisions that you make, and the actions and behaviour you demonstrate. Demonstrating integrity in all aspects of your work including financial integrity.
- **Embracing Change**
Openness to embracing change within the organisation and being able to adjust plans/ Activities.
- **Motivated**
Motivation towards achieving quality results to maximise potential.

Behaviours and Values:

Successful performance at MSI Reproductive Choices Kenya is not simply defined in terms of 'what' people achieve, but equally is about 'how' people go about their jobs and the impact that they have on others.

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<p>Work as One MSI</p>	<p>You contribute, use, and share accurate data and evidence to improve understanding, insight, and decision-making across MSI, enabling us to maximize our ability to influence others.</p> <p>You share relevant knowledge, expertise, and resources to strengthen teamwork and prevent duplication of effort.</p> <p>You actively work as part of a team, providing support and flexibility to colleagues, and demonstrating fairness, understanding, and respect for all people and cultures.</p>
<p>Show courage, authenticity, and integrity</p>	<p>You hold yourself accountable for the decisions you make and the behavior you demonstrate.</p> <p>You are courageous in challenging others and taking appropriate managed risks.</p>
<p>Develop and grow</p>	<p>You seek feedback to enable greater self-awareness and provide the same to others in a way that inspires them to be even more effective.</p> <p>You manage your career development including keeping your knowledge and skills up to date.</p>
<p>Deliver excellence, always</p>	<p>You strive to consistently meet and exceed expectations, putting clients at the center of everything, and implementing smarter, more efficient ways of performing your role.</p> <p>You build and maintain effective long-term working relationships with all stakeholders and are a true MSI ambassador.</p>
<p>Leadership</p>	<p>You inspire individuals and teams, through situational leadership, providing clear direction. You seek and provide opportunities that motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.</p> <p>You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business, and encourage this in your team.</p> <p>You articulate a vision of the future that inspires and excites others.</p>

How To Apply

Suitable and qualified internal and external candidates should fill in his/her details via <https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> and email one document combining an application letter and CV to pd@mariestopes.or.ke on or before **20th February 2025**. The subject of the email should read **Contact Centre Nurse**. The applications shall be reviewed on a rolling basis. **Do not attach** certificates and testimonials. MSI Reproductive Choices Kenya is an equal opportunity employer and does not ask for fees at any stage of the recruitment process. Successful candidates must abide by MSI's Antifraud & Bribery Policy and Safeguarding Policy, including protection of children and vulnerable adults.