

Job Advert – Receptionist



Job Title	Receptionist (1 Position)	Probation Period	3 Months
Location	Marie Stopes ICEA - Nairobi	No. of Direct Reports	N
Reporting to	Centre Manager	Budget Responsibilities (Y/N)	N

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.

Receptionist will be responsible for handling front office, and accounting roles at the centres.

It is the responsibility of this role is 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	customer focused	results orientated	pioneering	sustainable	people centered
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Front Office Responsibilities

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Preparation insurance claims for submission and maintenance of relationships with third party payers.
- Answering, screening and forwarding incoming calls.
- Receiving and sorting daily mail.
- Listening to client complaints and escalating promptly to the Centre Manager
- Maintains and documents petty cash usage under the supervision of the centre manager.
- Documents actions by completing forms, reports, logs, and records as required.
- Protects organizations values by keeping patient information confidential.
- Maintains workflow by following standard operating procedures and policies.
- Maintains work operations by following standard operating procedures and policies.
- To conduct data entry and clerical tasks.

Accounts Responsibilities

- Accurate and systematic registration of clients' details into the electronic health records systems.
- Balances daily cash accounts at the end of end of each day in the hospital. Maintains petty cash and receives approvals from the line manager to spend.
- Correct billing of cash and credit (NHIF and private health insurance) clients.
- Liaise with the finance team to resolve any discrepancies in daily transactions.
- Maintains all accounting records and ensures discrepancies have been reported and resolved with the line manager.
- Makes daily, weekly and monthly reconciliation and transaction reports,
- Verifies insurance acceptance and benefits by reviewing and recording insurance claims.
- Collaborate closely with the Care Assistant to consistently deliver client-centred care.

Other Responsibilities

- Updates job knowledge by participating in educational opportunities which include attending CMEs.
- To support clients through the provision of vocal local techniques during procedures when required.
- Follows all aspects of the infection prevention protocol and assist in Infection Prevention activities as directed by the centre manager
- Ensures cleanliness of the entire facility by cleaning as instructed by the centre manager upon request.

Qualifications

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- Minimum Certificate/Diploma qualification in Front office Management
- Tertiary qualification in Accounts, business studies, customer care or similar will be an added advantage.

Skills

- Minimum 2 year in office administration and accounting (Preferably in a hospital setting)
- Possess advanced computer skills and experience in MS Office
- Demonstrated high attention to detail and ability to follow through tasks to completion.
- Punctual and reliable
- Good organisation and prioritisation skills
- Ability to work with less supervision and initiative.
- Trustworthy and responsible.

Behaviours and Values:

Successful performance at MSIK 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.

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

How To Apply

Suitable and qualified internal and external candidates should apply via <https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> on or before **6th June 2025**. 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.