



Job

Vacancy

CALL CENTER OPERATOR

Mater Misericordiae Hospital, a leading healthcare provider in East and Central Africa, has an excellent career opportunity. Mater Misericordiae Hospital offers exceptional, compassionate, and Christ-centred healthcare services to our clients through an innovative, engaged, and competent workforce. The successful candidate will fill the above position:

Main Duties:

- Managing emergency calls, transferring calls to suitable departments, and making sure that callers get through to the respective staff member.
- Providing information and assistance regarding telephone numbers and making calls as requested.
- Handling inquiries and referring them to the appropriate person or service.
- Answering internal or external calls (local and foreign) and transferring calls as required, taking and relaying messages.
- Greeting and directing visitors and providing assistance to them as required.
- Receiving messages by email, informing intended recipients, or forwarding the messages by internal mail.
- Updating the electronic telephone directory.
- Typing, photocopying, completing, and distributing documents related to reception, telephone service, or any other routine document.
- Ensuring regular update of the Call Center Bulletin board/Notice board.
- Efficient and effective use of the standard office equipment, such as a personal computer, calculator, photocopier, and fax machine.
- Ensuring staff/faculty utilize telephone and conference calls appropriately.
- Performing other relevant duties as and when required.
- Participating in quality improvement initiatives within the department and provision of the reports as required.

Required Qualifications for the Position

- Diploma in Mass Communication
- 3 years of working experience
- Keen on detail with a high degree of accuracy
- Good communication skills
- Computer skills

If you are interested in the above position and you meet the requirements listed, please send your application together with a detailed CV, Copies of your Academic Certificates, and three [3] referees and including their telephone contacts and email addresses, to hrrecruit@materkenya.com to reach us not later than **22nd December 2025**.

Only shortlisted candidates will be contacted.

Please note that we do not charge any fee at any stage of our recruitment.