



AGC TENWEK HOSPITAL

JOB VACANCY

ABOUT US

Tenwek Hospital is a Christian community committed to excellence in compassionate healthcare, spiritual ministry, and training for service to the glory of God. Established in 1937 by missionaries from World Gospel Mission, Tenwek has grown into a leading teaching and referral hospital in the region and remains one of the largest mission hospitals in Africa. We operate as a non-profit, faith-based organization under the Africa Gospel Church in partnership with World Gospel Mission.

Customer Care Officer

Job Purpose

The role-holder provides exceptional customer service to CTC customers and clients, addressing inquiries, scheduling appointments, and ensuring a positive patient experience in line with hospital policies and prevailing regulations.

Key Responsibilities/Duties/Tasks

- a) Interact with patients on behalf of CTC, building rapport and fostering a positive reputation.
- b) Address customer inquiries and concerns promptly, professionally, and courteously through various channels (phone, email, social media, etc.).
- c) Resolve customer issues effectively, ensuring a high level of satisfaction.
- d) Update and manage patient information within the CTC's electronic health record system.
- e) Assist patients in scheduling appointments for consultations, evaluations, treatments, and follow-up.
- f) Provide patients with brochures and marketing materials about Tenwek Hospital's services.
- g) Proactively reach out to patients and the community to communicate about existing and new services offered by CTC.
- h) Understand and communicate changes in hospital service offerings to ensure patients are well-informed.

- i) Ensure accurate billing information is obtained and direct patients to the appropriate departments.
- j) Track call-related data for reporting and auditing purposes.
- k) Compile weekly reports on customer service issues, training needs, and overall satisfaction.
- l) Maintain a clean and organized workspace.
- m) Uphold all CTC policies and procedures, maintaining patient confidentiality.
- n) Escalate complex issues or challenges to the supervisor appropriately.
- o) Collaborate effectively with other departments to ensure seamless patient care.
- p) Remain up to date on hospital services and procedures.
- q) Perform other duties as assigned from time to time.

Job Dimensions

- **Analytical Decisions:** Reviewing and interpreting data and information and options to inform decision-making and execution of responsibilities.
- **Operational Decisions:** Day-to-day work tasks.

Job Competencies (Knowledge, Skills, Experience, and Attributes)

Academic Qualifications

- Diploma in Business Administration / Secretarial / Customer Care / Front Office Operations or any other related field from a recognized institution.

Work Experience

- Minimum of 2 years' experience as a customer care officer or similar position in the communications field.

Functional Skills and Behavioral Competencies

- Multi-tasking and time-management skills in a fast-paced environment.
- Ability to learn and implement new operating procedures, understand abstract ideas, problem-solve, and improvise solutions.

- Good understanding of escalation triggers at work situations.
- Ability to work under minimal supervision, self-driven.
- Track record of integrity and meeting ambitious targets.
- Intermediate proficiency in MS Office tools (Excel, Word, PowerPoint).
- Excellent communication and interpersonal skills, with the ability to build relationships and influence others, and to be a joy to work with.
- Self-motivated, strong work ethic, able to work under minimal supervision.
- Passion for God and for the wellbeing of mankind while driving positive social impact and transformational change in the community.
- Exemplifies integrity and honesty.

APPLICATION PROCEDURE

Interested candidates who meet the above criteria should send their applications to CTC.recruit@tenwekhosp.org on or before, enclosing: **March 9th 2026**

- Resume
- Cover Letter
- Statement of Faith

Note:

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Tenwek Hospital. Applicants must demonstrate a commitment to the values and mission of Tenwek Hospital and the Africa Gospel Church. The statement can either be incorporated into the cover letter or submitted as a separate document. It should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.

Data Protection Statement – Job Applications

Tenwek Hospital is committed to protecting the privacy of all job applicants. This information will be used solely for recruitment and selection purposes and will be accessed only by authorized personnel. By applying, you consent to the processing of your personal data for recruitment and storage for later reference in accordance with Tenwek Hospital's data protection policies and applicable laws.

Only shortlisted candidates will be contacted