

JOB VACANCY

CONTACT CENTRE AGENT



Job Title	Contact Centre Agent- Locum	Probation	3 months
Location	Nairobi	Reports to	Contact Centre Coordinator

Marie Stopes 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.

This post reports to the Contact Centre Coordinator. The purpose of the post is to provide overall coordination of the interface between Marie Stopes Kenya and her clients and stakeholders through various communication channels for information dissemination, providing professional counselling services, feedback and directing business through client bookings across all channels.

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	Client-centered	Accountable	Courageous	Resilient	Inclusive
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Key Responsibilities	Measure
<p>Provision of counselling, support and information to MSK Clients and employees:</p> <ul style="list-style-type: none"> Counselling and providing relevant information to clients and who access MSK through our call centre on reproductive health and related issues. 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. Route calls and emails to the appropriate resource 	<p>Number of clients counselled every month</p> <p>Monthly client feedback and experience reports</p>
<p>Data entry to analyse communication with the clients:</p> <ul style="list-style-type: none"> Enter new customer information into the system and maintain the Call Centre database 	<p>Detailed client information in the system.</p>

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Provide overall planning and coordination of services and activities undertaken at the call centre ensuring proper coverage

Activities Include:

- Coordinating client satisfaction surveys across all our channels in conjunction with the M&E team and research for required information using available resources.
- Coordination of general follow up for all clients reaching our service delivery channels with specific emphasis on Women's wellness, Family Planning, PAFP, and Cervical cancer screening and testing, STI screening and testing.
- Establishing, facilitating and coordinating use of client, staff and strategic partners databases to be used for strategic engagement e.g. through bulk sms.
- Coordinate and facilitate promotions, campaigns and client engagements on all electronic platforms for all the MSK channels i.e. facebook, twitter, website, youtube and info@mariestopes.or.ke

Monthly client satisfaction survey reports

Monthly client follow up reports

Operational client and staff database with monthly engagement/campaign reports

Monthly detailed reports on engagements and campaigns undertaken and impact generated

Qualifications

- Diploma in either Counselling or Customer Care, public relations or any other relevant training.
- Minimum of one year working experience in a call centre set up.
- Ability to develop creative messages to be used on social media.
- Courses in communication and client management and Nursing background will be an added advantage.
- Knowledge of customer service principles and practices.
- Fluent communication in both English and Kiswahili
- At least one year working experience in an SRH organization
- Customer service experience
- Knowledge of administration and clerical processes.
- Good knowledge of MSK services delivery channels
- Ability to work long hours and in a shift system.
- Prior experience in a call centre environment (an added advantage)

Skills

- Verbal and written communication skills
- Effective listening skills
- Attention to details.
- Initiative.
- Result oriented.
- Confidential and non-judgmental
- Adaptability
- Excellent computer skills
- Teamwork
- Stress tolerance
- Resilience
- Positive attitude
- Respect for others

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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 MSK'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 MSK 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.

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Develop and grow	<p>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.</p> <p>You manage your career development including keeping your knowledge and skills up to date.</p>
Deliver excellence, always	<p>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.</p> <p>You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.</p>
Leadership	<p>You inspire individuals and teams, through situational leadership, providing clear direction.</p> <p>You seek and provide opportunities which 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 which inspires and excites others.</p>

How to apply:

Suitable and qualified candidates should email one document combining an application letter and CV to pd@mariestopes.or.ke on or before **September 8, 2023**. The subject of the email should read **Contact Centre Agent. Applications will be reviewed on a rolling basis.** Do not attach certificates and testimonials. Marie Stopes 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. Only shortlisted candidates will be contacted.