

VACANCY

MEDICAL DETAILER



Job Title	Medical Detailer	Reporting to	Commercial Sales Director
Location	Eldoret	No. of Direct Reports	0

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.

Marie Stopes Kenya has a vacancy for a Medical Detailer. This position involves working efficiently in the assigned territory and with close collaboration with commercial sales lead and colleagues. The candidate must be good at planning and organizing so as to meet business plan objectives.

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

The post holder must commit to and be held accountable to MSI Reproductive Choices core values:

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

KEY ACCOUNTABILITIES	PERFORMANCE MEASURES
<p><u>Product Promotion & Sales</u></p> <ul style="list-style-type: none"> Promote products to designated customers to achieve territory plan objectives. 	<ul style="list-style-type: none"> Achievement of territory plan objectives. Ensure meeting of sales revenue and volume targets. Able to maintain 100% call rate. Able to improve coverage and distribution of MSK products (100% coverage and 100% distribution) in assigned territory. Able to achieve 80% and above strike rates. Planning and organizing continuous Medical Education (CME) for demand generation in the assigned territory Target 20 customers per month. Prepare monthly work plan with detailed KPI's (strike rates, call rates, new outlet mapping and others through effective use of Sales Optimization and Reporting Tool-2 (SORT-2)).
<p><u>Customer Relations</u></p> <ul style="list-style-type: none"> Build relationships with target customers to enhance territory knowledge, gain product endorsement and generate sales. 	<ul style="list-style-type: none"> Up to date customer records Development of key opinion leaders Hospital referral patterns Management of distributors (stock, payment, depletion of stocks and secondary sales improvement) Timely response to customer queries on product /medical information and other activities relating to the organization and own duties. Ensure 100% clients' compliance on debt policy. Managing customers' credit terms and following up on collections.

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<p><u>Business Planning and Management</u></p> <ul style="list-style-type: none"> • Diagnosis of situation of territory e.g. local politics, local initiatives leading to subsequent design and implementation of territory business plan to achieve business objectives. 	<ul style="list-style-type: none"> • Production of workable business plan with objectives. • Business plan implemented/updated as necessary. • Achievement of objectives outlined in plan. • Demonstration that territory knowledge has been acted on. • Responsible for demand creation initiatives in respective Territory of operation
<p><u>Market Intelligence</u></p> <ul style="list-style-type: none"> • Feedback to team and commercial lead on relevant competitor activity or local issues to ensure appropriate action can be taken. 	<ul style="list-style-type: none"> • Competitor knowledge/activities and products, campaigns - key issues identified and fed back. • Local situations are known e.g. political, formularies, new developments. • Adverse event monitoring and reports.
<p><u>Teamwork</u></p> <ul style="list-style-type: none"> • Liaise with team members to share information, motivate and support team members and therefore contribute to the generation and delivery of the business plan. 	<ul style="list-style-type: none"> • Achievement of shared business plan objectives. • Feedback - team members, trainer, manager (giving & receiving). • Effective communication. • Sharing of appropriate information. • Good territory management e.g. sharing/exchanging meetings and appointments. • Taking on territory team responsibility e.g. minutes at meetings. • Assistance of new medical detailers to gain quick knowledge of processes and market dynamics as well as reports during induction in the field. • Maintain good rapport with key stakeholders including order bookers, foot soldiers, customers and others • Exchange relevant information and maintain an open line of communication with colleagues and your supervisor
<p><u>Self -Development</u></p> <ul style="list-style-type: none"> • Proactively implement and update personal development plan in order to develop self-further within current role or prepare for any future roles. 	<ul style="list-style-type: none"> • Development of skills, knowledge and competency. • Receiving and act on feedback from team members and commercial lead. • Good driving skills and adherence to traffic rules to limit cases of vehicle accidents or incidents and maximize maintenance costs.
<p><u>Administrative Systems</u></p> <ul style="list-style-type: none"> • Ensure territory and administrative systems/processes are maintained and updated to ensure an accurate record of territory is available at all times. 	<ul style="list-style-type: none"> • Prepare accurate and timely reports periodically • Ensure 100% use of Sales Optimization and Reporting Tool (SORT-2). • Timely submission of surrenders • Prepare weekly and monthly itinerary and demand generation activity plans . • Maintain up to date customer records
<p><u>Company Equipment/Materials</u></p> <ul style="list-style-type: none"> • Maintain any company equipment in proper condition. 	<ul style="list-style-type: none"> • Ensure that the company vehicle is properly maintained and report any problems to the supervisor • Ensure safety and custody of the company equipment/materials • Orderly boot stocked with correct items • Security - computer/literature not on display in the car.

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- Equipment maintained in good working order.
- Partake all duties and responsibilities as per company policy

Qualifications:

- Bachelor's Degree in Biomedical Sciences; preferably Pharmacy or BSc
- At least 3 years' experience as Medical Representative
- Experience in key private and public institution will be an added advantage
- Must be registered by pharmacy and poisons board
- Must have a valid driver's license.

Skills:

- Good verbal and communication skills
- Excellent presentation skills
- Teamwork and cooperation
- Planning and prioritizing
- Interpersonal skills
- Drive for results

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.
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.

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You articulate a vision of the future which inspires and excites others.

How To Apply:

Suitable and qualified internal candidates should email one document combining an application letter and CV to pd@mariestopes.or.ke on or before **09th May 2023**. The subject of the email should read **Medical Detailer**. Note that due to the urgency, 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.