



## Job Advertisement

### Customer Services Assistant (4 positions)

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Mission for Essential Drugs and Supplies (MEDS) is a Christian not-for-profit organization based in Nairobi, Kenya. It is a Registered Trust of Kenya Conference of Catholic Bishops (KCCB) and Christian Health Association of Kenya (CHAK). The Organization's core mandate is being a reliable supply chain for quality and affordable Health Products and Technologies, Quality Assurance and Health Advisory Services. MEDS was established in 1986 and serves clients spread all over Kenya and other regions both in Africa and beyond.

MEDS has entered into a Contract with USAID Kenya and East Africa named *USAID Supply Chain Strengthening*. The purpose of the contract is to obtain efficient, reliable and accountable supply chain management services for the procurement, warehousing, and distribution of health commodities for HIV, Malaria, Tuberculosis, Maternal/Neonatal/Child Health (MNCH) and Global Health Security (GHS) activities for patients across all 47 Counties in Kenya for adequate care, treatment and prevention for communicable diseases and other health needs.

MEDS seeks to recruit **Customer Services Assistants** for this Project:

#### Key Responsibilities

- i. Attend to any queries about MEDS.
- ii. Gather information relating to contact list and update Master file list as well as relevant stakeholders
- iii. Handle communication of orders being processed to all stakeholders who include but not limited to USAID, 3PLs, County Pharmacists, Implementing Partners, Points of Contacts at the Service Delivery Points (SDPs) and any other stakeholders
- iv. Receive and handle complaints/queries to facilitate timely resolution as per activity KPIs and for client satisfaction
- v. Verification and reconciliation of Proof of Delivery (PODs) upon receipt while addressing issues raised on the PODs
- vi. Compile the PODs and submit to KEMSA within 5 working days after actual distribution
- vii. Co-ordinate storage of USAID order processing records to facilitate archiving and retrieval of information
- viii. Participate in preparing service delivery reports for information and decision making

#### Requirements:

- i. Diploma in Business Administration
- ii. Excellent phone etiquette
- iii. Outstanding communication skills both oral and written
- iv. Proficient computer skills
- v. 3 years in a busy Communication/Call Centre

If you fit this profile, kindly email your written application and CV to [hr@meds.or.ke](mailto:hr@meds.or.ke)

**By: 18<sup>th</sup> May 2022**

*(Only shortlisted candidates will be communicated to)*