

# JOB ADVERT

## MEDICAL DETAILER



Job Title	Medical Detailer	Reporting to	Commercial Sales Director
Location	North Rift Region	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 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
<b><u>Product Promotion &amp; Sales</u></b> <ul style="list-style-type: none"> <li>Promote products to designated customers to achieve territory plan objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Territory plans and objectives are consistently achieved.</li> <li>Sales revenue and volume targets are consistently met</li> <li>Maintain 100% call rate.</li> <li>Improve coverage and distribution of MSK products (100% coverage and 100% distribution) in assigned territory.</li> <li>80% and above strike rates are consistently maintained.</li> <li>Continuous Medical Education (CMEs) for demand generation are organized and executed in the assigned territory.</li> <li>Monthly work plans and reports are consistently submitted on time using Sales Optimization and Reporting Tool-2 (SORT-2))</li> </ul>
<b><u>Customer Relations</u></b> <ul style="list-style-type: none"> <li>Build relationships with target customers to enhance territory knowledge, gain product endorsement and generate sales.</li> </ul>	<ul style="list-style-type: none"> <li>Customer records are up to date.</li> <li>Increased numbers and improved awareness of key opinion leaders in the territory</li> <li>Increased numbers of Hospital referrals</li> <li>Consistent distributor stock availability and timely payment, improvement)</li> <li>Timely response to customer queries on product /medical information and other activities relating to the organization and own duties.</li> <li>100% clients' compliance on MSK debt policy</li> </ul>

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<p><b><u>Business Planning and Management</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Fit for purpose territory business plans developed and implemented.</li> <li>• Regular updates submitted on territory information.</li> <li>• Product demand created and expanded in the territory</li> </ul>
<p><b><u>Market Intelligence</u></b></p> <ul style="list-style-type: none"> <li>• Carry out market intelligence analysis and feedback to CS team and commercial lead on relevant competitor activity or local issues to ensure appropriate actions can be taken.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent analysis and reporting (monthly) on competitor information/knowledge/activities and products, campaigns</li> <li>• Consistent monitoring and reporting (monthly) of market situations and its influencers</li> </ul>
<p><b><u>Teamwork</u></b></p> <ul style="list-style-type: none"> <li>• Liaise with larger CS team members to share information and coordinate, motivate and support territory team members to optimize sales in the region</li> </ul>	<ul style="list-style-type: none"> <li>• Work with all territory team members to develop territory Business Plan</li> <li>• Effective supervision and prompt feedback consistently provided to territory sales assistants.</li> <li>• Effective communication is fostered among territory team members.</li> <li>• Monthly team management meetings conducted, and minutes shared with Commercial Sales Lead within 2 days</li> <li>• New territory staff are adequately inducted.</li> <li>• Good rapport is maintained with key stakeholders including order bookers, sales assistants, customers and other stakeholders.</li> </ul>
<p><b><u>Self -Development</u></b></p> <ul style="list-style-type: none"> <li>• Proactively implement and update personal development plan in order to develop self-further within current role or prepare for any future roles.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved skills, knowledge and competency required for the role</li> <li>• Feedback from team members and commercial lead received and acted upon</li> <li>• Improved driving skills</li> </ul>
<p><b><u>Company Equipment/Materials/assets</u></b></p> <ul style="list-style-type: none"> <li>• Maintain any company equipment/materials and assets in proper condition.</li> </ul>	<ul style="list-style-type: none"> <li>• Company vehicle is properly maintained, and prompt reports and any problems shared with the supervisor.</li> <li>• Safety and custody of the company equipment/materials ensured.</li> </ul>

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### Qualifications:

- Bachelor's degree in biomedical sciences; preferably Pharmacy
- 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 of Kenya, as a pharmacist, Pharmaceutical Technologist or Medical Representative
- 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.

<b>Work as One MSI</b>	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.
<b>Show courage, authenticity and integrity</b>	You hold yourself accountable for the decisions you make and the behavior you demonstrate.
	You are <u>courageous</u> in challenging others and taking appropriate managed risks.
<b>Develop and grow</b>	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.
<b>Deliver excellence, always</b>	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.
<b>Leadership</b>	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.
	You articulate a vision of the future which inspires and excites others.

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Suitable and qualified external candidates should email one document combining an application letter and CV to [pd@mariestopes.or.ke](mailto:pd@mariestopes.or.ke) on or before **March 28, 2024**. The subject of the email should read **Medical Detailer**. 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.