

## Job Advert, CONTACT CENTRE AGENT

Job Title	Contact Centre Agent	Probation	3 months
Location	Nairobi	Reports to	Senior Contact Centre Coordinator, MEI

Marie Stopes Kenya is an NGO registered in Kenya. We are affiliated to MSI. Together we deliver high quality sexual and reproductive health care and family planning 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.

We are seeking to recruit a Contact Centre Agent who will report to the Senior Contact Centre Coordinator, MEI. 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.

The strategic purpose of the Department is: Strategic exploitation of commercial and marketing opportunities benefitting the fulfillment of MSI Kenya's mission

The primary responsibility of this role is to further our Goal: **THE PREVENTION OF UNWANTED BIRTHS** and its mission of ensuring the individuals right to: **CHILDREN BY CHOICE NOT CHANCE**

It is the responsibility of this role 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	Resilience	Inclusive
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Key Responsibilities	Measure
<p>This post has the following key responsibilities with related deliverables:</p> <ol style="list-style-type: none"> <li>1. Provision of counselling, support and information to MSIK Clients and employees</li> <li>2. Data entry to analyse communication with the clients</li> <li>3. Provide overall planning and coordination of services and activities undertaken at the call centre ensuring proper coverage.</li> </ol>	<ol style="list-style-type: none"> <li>1. Monthly supervisory reports showing number of clients and staff counselled.</li> <li>2. Detailed client information in the system</li> <li>3. Monthly call centre activity and output reports</li> </ol>

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<p><b>Provision of counselling, support and information to MSIK Clients and employees</b>  <b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Counselling and providing relevant information to clients and who access MSIK through our call centre on reproductive health and related issues</li> <li>• Making outbound calls to all clients from our database to find out about</li> </ul>	<ul style="list-style-type: none"> <li>• Number of clients counselled every month</li> <li>• Monthly client</li> </ul>
<p>their client experience when visiting our service delivery channels and making necessary recommendation.</p> <ul style="list-style-type: none"> <li>• Route calls and emails to the appropriate resource</li> </ul>	<p>feedback and experience reports</p>
<p><b>Data entry to analyse communication with the clients</b>  <b>Activities Include:</b></p> <ul style="list-style-type: none"> <li>• Enter new customer information into the system and maintain the Call Centre database</li> </ul>	<ul style="list-style-type: none"> <li>• Detailed client information in the system.</li> </ul>
<p><b>Provide overall planning and coordination of services and activities undertaken at the call centre ensuring proper coverage</b>  <b>Activities Include:</b></p> <ul style="list-style-type: none"> <li>• Coordinating client satisfaction surveys across all our channels in conjunction with the M&amp;E team and research for required information using available resources</li> <li>• 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</li> <li>• Establishing, facilitating and coordinating use of client, staff and strategic partners databases to be used for strategic engagement e.g. through bulk sms</li> <li>• Coordinate and facilitate promotions, campaigns and client engagements on all electronic platforms for all the MSIK channels i.e. facebook, twitter, website, youtube and info@mariestopes.or.ke</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly client satisfaction survey reports</li> <li>• Monthly client follow up reports</li> <li>• Operational client and staff database with monthly engagement/campaign reports</li> <li>• Monthly detailed reports on engagements and campaigns undertaken and impact generated</li> </ul>

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### Skills and Experience

#### Qualifications:

- Diploma in either Nursing , Clinical Medicine , Counselling, or Customer Care
- 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.

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## Experience:

- Knowledge of customer service principles and practices
- Fluent communication in both English and Kiswahili
- At least one year working experience in an SRH organisation.
- Customer service experience.
- Knowledge of administration and clerical processes.
- Good knowledge of MSIK services and 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 detail
- Initiative
- Non-judgemental
- Adaptability
- Excellent computer skills
- Team work
- Stress tolerance
- Resilience
- Positive attitude
- Respect for others

## Attitude / Motivation:

Successful performance at MSI 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. There are 13 key behaviours that MSI encourages in all employees and they are defined below:

- **Initiative**  
Thinking ahead 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.
- **Responsive**  
Being responsive to changing priorities and demands
- **Working Efficiently**  
Planning, prioritising and organising work to ensure work is accurate and deadlines are met

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- **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 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
- **Embracing Change**  
Openness to embracing change within the organisation and being able to adjust plans/activities accordingly
- **Motivated**  
Motivation towards achieving quality results to maximise potential
- **Team Player**  
Working as part of a team by being supportive, flexible and showing respect for each other

### How To Apply

**Suitable and qualified internal and external candidates** should apply via:

<https://hcm.mariestopes.or.ke/recruitment.jsp?view=1:0> on or before **14<sup>th</sup> August 2025**. The applications shall be reviewed on a rolling basis. **Do not attach** certificates and testimonials.

MSI reproductive Choices 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.