



Job Advertisement

Client Relations Assistant – Kisumu Branch

Mission for Essential Drugs and Supplies (MEDS) is a faith-based health solutions provider founded by an ecumenical partnership of the Kenya Conference of Catholic Bishops (KCCB) and the Christian Health Association of Kenya (CHAK). The Organization's core mandate is to provide reliable and affordable Health Products and Technologies, Quality Assurance and Health Systems Strengthening Services. MEDS was established in 1986 and serves clients spread throughout Kenya, other regions in Africa and beyond.

The position will report to the Client Relations Officer and will be responsible for meeting client expectations through timely receipt, accurate booking, order keying and handling customer complaints.

Key Responsibilities:

- i. Perform reception duties to ensure smooth and professional front desk operations.
- ii. Process customer orders by acknowledging, verifying, booking and cancelling as needed for efficient order management.
- iii. Separate narcotics orders from regular orders for proper booking and handling.
- iv. Input booked orders into the Syspro ERP system for accurate packing and processing.
- v. Provide feedback to clients regarding order status, issues, or delays to enhance their experience and address concerns promptly.
- vi. Update and maintain client information and order status in the system to ensure data accuracy and maintain accurate records of client interactions and order details to support tracking and reporting.
- vii. Receive, acknowledge and document client concerns in the system to facilitate accurate tracking and resolution.
- viii. Respond to client inquiries about the status and progress of their complaints and to keep them informed and satisfied.
- ix. Collaborate with sections such as Inventory Control and Quality Assurance to resolve complaints, assigning issues based on severity.
- x. Convert quotations into sales orders upon client confirmation to facilitate order fulfilment.
- xi. Maintain cleanliness and organization of the front office to uphold a positive corporate image.

Requirements:

- i. Diploma in Pharmacy/Nursing/Medical Laboratory/Clinical Medicine or related field
- ii. Enrolled with relevant body such as Pharmacy and Poisons Board of Kenya, the Clinical Officers Council, Nursing Council of Kenya, The Medical Laboratory Technicians and Technologist Board.
- iii. Minimum 3 years relevant experience
- iv. **Technical competencies**; Proficiency in any ERP system, knowledge of Microsoft Packages, knowledge of pharmaceutical products and data analysis.
- v. Functional skills; Communication skills, problem-solving skills, analytical skills, interpersonal skills, keen to details and a high level of integrity. and amiable

If you fit the profile of this position, please submit your application including:
Detailed CV stating your current position, current or last gross salary and expected gross salary

To: hr@meds.or.ke

By: 28th February 2025

(only shortlisted candidates will be communicated to)