



NATIONAL SYNDEMIC DISEASES CONTROL COUNCIL

VACANCY ADVERTISEMENT

SENIOR CUSTOMER CARE ASSISTANT, NSDCC 8

The National Syndemic Diseases Control Council (NSDCC) is a state corporation whose mission is to provide a policy and strategic framework for mobilizing and coordinating resources for the prevention and control of syndemic diseases in Kenya. Our website, www.nsdcc.or.ke, provides more details of our mandate and contacts.

In efforts to fulfill this mandate, the NSDCC seeks to recruit a suitable candidate for the position of **Senior Customer Care Assistant, NSDCC 8**

The terms for the position are outlined on the NSDCC website <https://nsdcc.go.ke/careers/>

The individual to be considered shall be of high integrity and able to work within a team. If you fulfill the above requirements, you are invited to submit an application letter together with an up-to-date CV, copies of certificates, testimonials, names, and contacts of three professional referees in a sealed envelope on or before Monday, December 16, 2024, 5:00 p.m. to the address provided below.

**The Chief Executive Officer
National Syndemic Diseases Control Council
Landmark Plaza 9th Floor
P.O. Box 61307 – 00200
Nairobi
KENYA**

NSDCC is an equal opportunity employer and does NOT discriminate against any applicant based on their HIV status, ethnic background, sex, religion, disability, marital status or gender. Only shortlisted candidates will be contacted. Canvassing will lead to automatic disqualification.

Job Title	Senior Customer Care Assistant
Grade	NSDCC 8
Directorate	Management Information System and Communications
Department	Corporate Communication
Location / Workstation	Nairobi
Reporting Relationships	
Reports to	Senior Corporate Communications Officer
Job Purpose	
<p>The Customer Care Officer is a first point of contact for the NSDCC customers. The responsibility of Customer Care Officer within the team is to respond to a variety of customer requests and inquiries via the telephone or in person over the counter.</p>	
a. Key Responsibilities	
<ul style="list-style-type: none"> (i) Operating switchboard; (ii) Maintaining calls register; (iii) Answering and directing telephone calls; (iv) Updating institutional telephone directory; attending to physically challenged visitors and staff; (v) Verifying telephone bills before payments; (vi) reporting promptly any switchboard defects to the supervisor; (vii) Directing and guiding visitors; (viii) liaising with telephone service providers; (ix) providing good customer care service; (x) Supervising and guiding junior staff; and (xi) Collecting customer information, analyzing customer needs and giving recommendations to the management. 	
b. Person Specifications	
<ul style="list-style-type: none"> (i) For appointment to this grade a candidate must have: (ii) At least four (4) years of relevant experience; (iii) A Diploma Certificate in a related area; (iv) Certificate in Customer Care from a recognized institution; 	

- (v) Demonstrated merit and shown ability as reflected in work performance and results Proficiency in computer applications; and
- (vi) Fulfill the requirements of Chapter 6 of the Constitution.

c. Key competencies and skills

- (i) Effective communication skills;
- (ii) Ability to work under minimal supervision;
- (iii) Good time management;
- (iv) Team player; and
- (v) Excellent interpersonal skills.