**JOB DESCRIPTION AND SPECIFICATION**

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| SRH Call Center Counsellor – Feedback and complaints | |
| Reporting to | National Call Centre Coordinator |
| Place of work | Support Office -Call Center |
| Job Grade | 6 |
| Category | Non Clinical |
| Code | TBD |

* + - 1. **JOB SUMMARY**

Under the direction of the MSI Ethiopia National Call Centre Coordinator, the SRH Call Centre feedback and compliant officer serves clients who want to give feedback of MSIE services through a call to/from the MSIE national call centre. He/she collects information related to the MSIE reproductive health and family planning services provision which includes services quality and adherence of counselling standards of the service delivery points: Clinics, outreach, and social franchising through national call center channel.

* + - 1. **DUTIES/TASKS**
* Serves as the contact person for clients who are willing to give feedbacks about MSIE services through the call Centre and works with relevant departments to address the feedbacks.
* Makes outbound telephone calls by ensuring clients are willing to speak at that moment and clearly introduces the purpose of the call; level of satisfaction, feedbacks, and complaints.
* Handles inbound calls about MSIE services
* Receives calls from clients in effective, professional and caring manner and provides technical advice to callers when the need arise;
* Understands the need of the caller and responds appropriately and in caring manner.
* Provides/receives all information that is required/provided by the caller/callee with regard to the MSIE family planning and reproductive health service provision.
* Guides client in the FP services provided by MSIE through clinics, social franchising and outreach program if needed further visit after service.
* Listens actively the clients questions and inquiries, question and grievances appropriately for clarity of client interest and need, and provide feedback to the need as appropriate or forward to the appropriate departments.
* Provides individualized customer service of high-standard professional level.
* Works as a team with the call Centre staff to better serve the clients through providing MSIE family planning services.
* Directs the feedbacks/complaints to the MSIE FP service delivery points or higher unit based on the type of feedbacks collected.
* Collects, compiles and reports feedbacks and complaints from social media
* Transfers the caller to call Centre clinical officer for any clinical oriented queries.
* Develops and maintains a friendly conversation with caller and keep the client’s information confidential.
* Reports to relevant unit if a caller/callee complains regarding safeguarding and misappropriate conducts with utmost care for confidentiality.
  + - 1. **PERSON SPECIFICATION**

1. **Qualifications Requirements**
2. **Education**

Diploma or BSC in Nursing, Health Officer or other related fields

1. **Experience**

Four years’ experience for diploma and two years’ experience for degree

1. **Skills, Attitudes and Attributes**

* Ability to understand as well as grasp basic client’s information.
* Ability to cope up with difficult client’s situations.
* Capacity and knowledge to analyse the client problem properly and provide logical solutions.
* Good communication, client service, interpersonal and basic computer skills.
* High oral and written communication skills in local language (Amharic plus either Afan Oromo, Tigrigna and other languages
* Understanding of the issues surrounding provision of reproductive health care services
* Good interpersonal/communication skills - both oral and written
* Strong personal commitment to the goals of MSI and to put it into practice
* Pro-Choice