



## VACANCY ANNOUNCEMENT

**Date of issue:** July 29<sup>th</sup>, 2020  
**Deadline for application:** August 11<sup>th</sup>, 2020  
**Job Title:** Customer Service Officer  
**Duty Station/Mission:** Nairobi, MSF Belgium - Kenya Supply Unit [KSU]  
**Duration:** 5 months contract [extendable]

Médecins Sans Frontières Belgium, the Kenyan Supply Unit, is looking to fill the position of **Customer Service Officer**. The successful candidate will be under the direct supervision of the Supply Officer.

### **Objective of the Position:**

Performing the day to day supply activities in KSU according to MSF protocols and standards in order to ensure an optimal running of activities.

### **Tasks & Responsibilities:**

- Receives, checks and screens KSU's Internal Requests and client [draft] PO's.
- Communicates to the requestor when the order is well received and being processed, and/or if the request needs more clarification or amendment.
- Checks if the correct order authorization process is followed.
- Suggests alternatives [e.g. better quality, short lead-time, cheaper etc.] to client if needed based on information shared by the Procurement Department [Quality Assurance Officer] or Pharmacist.
- Adheres to the 'Order Processing SOP' and the signed SLA between KSU and the client.
- Processes logistical RFQ/RFI, shares with Procurement Department who adds product information, and communicates back to the client.
- Processes the 'Medical Request File' received from the client and forwards it to the Procurement Department [with Pharmacist in CC] for quotations. Once finalised shares the file with the client for approval.
- Responsible for product code creation according to KSU's SOP.
- Allocates logistical PO lines either to the Purchasing Officer [e.g. stabilized items] or Procurement Department [e.g. non stabilized items] according to the SOP.
- Forwards medical client PO's to Procurement Department with Pharmacist in copy.
- Generates Purchase File [PF] for goods/services that require procurement process through quotations or tendering.
- Creates Order Request Confirmation [ORC] and communicates it to the client to get authorization to procure.
- Shares validated client PO's based on ORC with Purchasing Officer to process a supplier PO.
- Focal point to receive stock requests.
- Responsible for launching the stock picking as requested by the client and ensures Line Manager Authorization before sharing the picking with Warehouse Supervisor.
- Plans and communicates, after consultation with the Transport Manager, to the Warehouse Supervisor on cargo movements [pick up, delivery and return] following KSU procedures.
- Ensures the continuous processing of orders and that the order status in the ERP system is up to date and reflecting the actual order progress.
- Ensures overall integrity, accuracy and tidiness of the filing and ERP system.
- Works and collaborates with the relevant departments for an effective and efficient Customer Service delivery.
- Informs the client weekly about their order status, claims, non-conformities and other supply matters according to the SOP's and follow up with the respective departments.
- Assists Line Manager with KPI reporting on client indicators.
- Immediately informs the Line Manager of any problems arising in the course of the work.
- Reports monthly to the Line Manager on client satisfaction and possible opportunities for improvement and growth.
- On request, perform any other additional duties given by the Line Manager in order to allow the organization to function optimally.

### **Qualifications & Requirements:**

**Education:** Diploma in Supply Chain management or related studies.

**Experience:** At least 2 years' experience in Supply Chain Management, administration and procedures.

**Skills/ Competences:** Excellent verbal and written communication skills, able to multitask, prioritise, time management, attentive to details, flexible and adaptability, accurate, diplomacy, culturally sensitive, customer service and people orientated and able to work under pressure.

**Knowledge:** Computer literacy( Microsoft Office Outlook, Word, Excel, PowerPoint)

**Language:** Proficiency in written and oral English & Swahili.

Candidates meeting the above qualifications are requested to **ONLY** submit a motivation letter and an updated Curriculum Vitae mentioning on the envelop/ email subject line, "Customer Service Officer", to:

**The HR Manager**  
**Médecins Sans Frontières Belgium-KSU**  
**P.O. Box 38897-00623, Nairobi**

**Email: [msfocb-ksu-recruitment@brussels.msf.org](mailto:msfocb-ksu-recruitment@brussels.msf.org)**

Applications must be received by the deadline. Only short-listed candidates will be contacted.  
**MSF is an equal Employer and does not charge any application/ recruitment fee.**