



JOB TITLE	Call Center Operations, Communications, and Liaison Coordinator
PROJECT:	Global Health Supply Chain / Procurement and Supply Management (GHSC-PSM) project in South Sudan
REPORTS TO	GHSC-PSM Country Director
DURATION	Short-Term
SUPERVISORY ROLE:	None

The requisition will open on May 14, 2020 at 9:00am and close on June 5, 2020 at 5:00pm

ABOUT GHSC-PSM

The purpose of the Global Health Supply Chain – Procurement and Supply Management (GHSC-PSM) project is to ensure uninterrupted supplies of health commodities in support of United States Government (USG)-funded public health initiatives around the world. The project provides direct procurement and supply chain management support to the President's Emergency Plan for AIDS Relief (PEPFAR), the President's Malaria Initiative (PMI), and Population and Reproductive Health. In supporting USG-funded global health activities, GHSC-PSM develops and manages a wide array of services for health commodity procurement and related systems strengthening technical assistance encompassing different elements of a comprehensive supply chain.

JOB PURPOSE:

The Call Center Operations, Communications, and Liaison Officer will develop, foster and grow engagement relationships with partners enabling the organization to achieve its strategic and operational goals. S/he will coordinate and communicate activities by serving as an official intermediary for GHSC-PSM and stakeholders in addition to ensuring functionality of the Integrated Call Center (ICC).

PRINCIPLE DUTIES AND RESPONSIBILITIES:



The Call Center Operations, Communications, and Liaison Officer is expected to carry out the following responsibilities:

1. Integrated Call Center roles and responsibilities:

- Routinely collect ICC stock data for all task orders from health facilities/County Health Department as required. Ensure inventories are correctly entered into the Integrated Call Center (ICC) online system.
- Maintain accurate data in the ICC.
- Identify system errors or otherwise and report to the supervisor.
- Regularly update facility and contact information in the system.
- Review and ensure that stock status reports and other reports are accurate and report any abnormalities are promptly reported to the supervisor.
- Other duties as assigned by the supervisor.
- Receive all in-coming calls.
- Review all recorded and in-coming calls and enter the feedback in an appropriate form.
- Interpreted all feedback provided in any other language to English for all printed records in the forms.
- Identify feedback which require urgent actions and alert the supervisor.

2. Partnership, liaison, and coordination roles

- Support stakeholder engagement and enhance partnerships and relationships through effective coordination, communication and information sharing;
 - Define expectations for all parties;
 - Identify common ground;
 - Maintain communication and information sharing
- Liaise with partners to obtain and/or update contact information for key stakeholder, isolation facilities, supply chain task forces and community leaders.
 - Identify partners and COVID-19 related sites/facilities that they manage.
 - Contact them for necessary information.
 - Update the system as required.
- Support the Promotion of the VOVID-19 feedback mechanism and transmitting feedback information to relevant authorities at an appropriate level.
 - Identify key stakeholders and partners.
 - Find an opportune time to meet them.
 - Obtain and organize authorized messages from relevant authorities Government, WHO, UNICEF etc. for dissemination using the ICC
 - Share information on the ICC and its capabilities.
- Support routine stakeholder scrutiny to identify appropriate COVID-19 Task forces and technical working groups.
 - Identify all relevant and functioning technical working groups



- Ensure your presence at those meetings.
- Identify the interests of target audience for information dissemination using the ICC.
- Identify and utilize opportunities to promote the reporting through the ICC Toll Free mechanism during meetings.
- Identify key partners, arrange one-on-one meetings with them to discuss general COVID-19 concerns and build rapport.
- Any other duties as assigned by the supervisor.

ESSENTIAL SKILLS AND CAPABILITIES

- Excellent interpersonal and networking skills.
- The ability to liaise authoritatively with relevant actors, when required.
- Excellent communication (oral and written) and presentation skills.
- Outstanding organizational and planning abilities.
- Proficient command of English (both oral and written). Knowledge of Arabic and other local languages is an added asset.
- Ability to work independently as well as part of a diverse and multicultural team.
- Hands-on creative person with the ability to think strategically and act tactically.
- Ability to balance attention to detail with big-picture thinking.
- Results oriented.
- Demonstrated capability to work under pressure and meet deadlines.
- Experience working in international non-profit organizations as well as in a global and multi-national environment.
- Excellent analytical, reporting and documentation skills.
- Expert knowledge working with SPSS, STATA, or CPro, and any additional qualitative analysis tools.
- Proficiency in working with windows and Microsoft office suite.

QUALIFICATIONS

- Bachelor's degree required, advanced degree preferred in monitoring & evaluation, Journalism & Communications, or other related degree.
- Proven experience as a relations or communications officer or equivalent.

WORKING CONDITIONS

The incumbent is required to work 40 hours a week and is expected to effectively split this time between all his/her different roles and responsibilities. While in the office, the incumbent is expected to make calls in designated call booths, use headphones and other designated equipment as required.



LEVEL OF EFFORT AND LOCATION OF ASSIGNMENT

This short-term position is based in Juba, South Sudan. The position is for South Sudanese nationals only.

Please apply through this email: southsudanpsm@gmail.com Candidates will be reviewed on a rolling basis until the positions are filled. No telephone inquiries, please. Finalist will be contacted.

Applications can also be dropped off at Goshen House Kololo Airport Road, Plot# 23 Juba Nabari. Please indicate the position you are applying for.

