



JOB TITLE	Call Center Operations and Data Analyst
PROJECT	Global Health Supply Chain / Procurement and Supply Management (GHSC-PSM)
REPORTS TO	GHSC-PSM Country Director
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 and Data Analyst will work as an Integrated Call Center (ICC) operator.

PRINCIPLE DUTIES AND RESPONSIBILITIES

The Call Center Attendant is expected to carry out the following responsibilities:

1. Integrated Call Center roles and responsibilities

i. Outgoing calls

- Routinely collect ICC stock data via phone calls 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 supervisors.
- Work closely with supervisor and team to improve data quality and the success of the ICC.
- Other duties as assigned by the supervisor.

ii. Incoming calls

- Receive all in-coming calls
- Record feedback from every in-coming call in an appropriate form
- Review all recorded 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

ESSENTIAL SKILLS AND CAPABILITIES

- Excellent interpersonal and networking skills
- 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 calmly under pressure and meet deadlines
- Experience working in international non-profit organizations as well as in a global and multi-national environment.

QUALIFICATIONS

- Bachelor's degree required.
- Proven Monitoring and evaluation experience in the relevant field.
- Proven administrative or data collection experience in a relevant field.
- Proven experience working in a call center or other related area is an added asset.
- Familiarity and comfort working with computers required
- Working knowledge of Microsoft office.
- Familiarity with telecommunications technology preferred



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.

