



# ICRC

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of armed conflict and other situations of violence and to provide them with assistance. The ICRC also endeavours to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles.

## EMPLOYMENT OPPORTUNITY COMMUNITY CONTACT CENTRE OPERATOR NAIROBI

### About the Job

The Community Contact Centre (CCC) Operator contributes to the implementation of the ICRC beneficiary feedback system by receiving calls from beneficiaries seeking information on specific projects or general ICRC operations. S/he ensures information is recorded, follow up is made and that beneficiaries are provided with appropriate and timely feedback.

This is a national/resident position based in Nairobi, Kenya.

### Duties and Responsibilities

- Manages the beneficiaries' feedback system by receiving calls, recording call details, categorizing information, and providing feedback to beneficiaries in a timely manner.
- Ensures all exchanges with affected people (feedback, complaints, questions and responses) are fed into the Community Contact Centre (CCC) system, classified into pre-determined reference categories and is followed-up by the relevant department specialists.
- Provides beneficiaries with appropriate answers to general questions on ICRC or familiar projects/activities.
- Ensure complaints are resolved and closed within the appropriate timeframe.
- Records the details of each call in the appropriate databases / software.
- Participates in the formulation of statistics and regular Community Contact Centre reporting by flagging issues and proposing improvements.
- Performs thorough cleaning of recorded information to ensure quality of data in the system.
- Prepares and submits regular reports to the supervisor informing of the progress, observations, highlights challenges and gives recommendations.

### Minimum qualifications and required competencies

- Diploma in Business Administration, Social Sciences, Community Development, or equivalent qualifications in a relevant field of study.
- Minimum of 2 years' experience in call center environment, with knowledge of call center telephony and technology.
- Excellent planning, interpersonal and communication skills.
- Ability to work independently and/or within a team.
- Fluency in written and spoken English and Somali language.
- Experience in data management and practical knowledge of MS-Office (especially Excel).
- Possessing a strong degree of honesty and integrity, and a solid sense of ethics including the ability to appropriately handle confidential information.
- Strict adherence to reporting deadlines.

### We Offer

- A challenging job opportunity within a dynamic work environment in an international humanitarian organization
- Training and development opportunities
- A competitive salary with benefits, based on the ICRC Compensation and Benefits framework.

### How to apply

Apply by sending your cover letter and CV addressed to the **Human Resources Manager, ICRC Somalia Delegation**, on the email address [sokrecruitment@icrc.org](mailto:sokrecruitment@icrc.org). Your cover letter *must* indicate your current salary and your expected salary range. The closing date is **5<sup>th</sup> May 2024**. **Clearly indicate the position title COMMUNITY CONTACT CENTRE OPERATOR - NAIROBI in the subject line of your email message. Female candidates are encouraged to apply.**

### NOTE THAT ONLY EMAILED APPLICATIONS WILL BE CONSIDERED.

*Please note that only short-listed candidates will be contacted and canvassing will lead to automatic disqualification. Any enquiries about the position should be addressed to [sokrecruitment@icrc.org](mailto:sokrecruitment@icrc.org).*

Click on the link for information on data protection: [Personal data protection information](#)

The ICRC values diversity and is committed to creating an inclusive working environment.