

# Job Framework

## Contact Centre Officer



Marie Stopes International Cambodia (MSIC) provides safe abortion, contraception/family planning and other sexual reproductive health (SRH) services across the country in our clinics and through community-based midwives known as Marie Stopes Ladies. Clients are referred to quality providers in this network through a variety of channels including the MSIC Contact Centre which provides information and advice to clients before referring them.

The MSIC Contact Centre is the central hub for comprehensive SRH information in Cambodia where people can access non-judgmental, confidential SRH advice and be referred to services at MSIC clinics and MS Ladies. The Contact Centre Officer will be responsible for providing high-quality counselling, support and information to MSIC clients and administrative assistance to the contact centre and the MSIC centre operations.

Job Title:	Location:	Reporting to:	Probationary Period:
Contact Centre Officer	Phnom Penh with some travel to the centres	Contact Centre Manager	3 Months

MSI Reproductive Choices is a global organisation providing personalised contraception and safe abortion services. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she is free to pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (MSIC) was established in 1998 and operates 7 reproductive health clinics and 150 community-based MS Ladies (midwives operating in the private sector). In 2020, MSIC provided services to approximately 80,000 women and men in Cambodia. A key responsibility of this role is to further **MSI Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance.**

It is a role requirement that the job holder must fully comply with, promote, and live **MSI's Core Values**:

Mission Driven	Client Centred	Accountable	Courageous
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Key Responsibilities	Measures
<b>Provision of counselling, support, information, and referrals</b>	
<ul style="list-style-type: none"> <li>Provide counselling, as well as relevant information on sexual and reproductive health and related topics to clients who access MSIC through our Contact Centre</li> <li>Answer inbound requests promptly and in accordance with established procedures</li> <li>Respond to emails and messages on online webchats, apps and social media messaging facilities on a regular and timely basis</li> <li>Refer callers to MSIC clinics and MS Ladies and make appointments as needed</li> <li>Understand and interpret callers' complaints/or suggestions accurately</li> <li>Escalate medical emergencies and queries as appropriate, including to the relevant MSIC clinic.</li> <li>Make outbound calls to clients who visited MSIC service delivery facilities to provide follow-up care</li> <li>Make outbound calls to remind clients of their appointment times before their visit to a MSIC clinic</li> <li>Place outbound calls to clients from our database to find out about their client experience when visiting our service delivery channels, and provide recommendations to the organisation for improving service and procedures</li> <li>Direct requests and unresolved issues to the appropriate resources (Contact Centre Manager, Centre Manager, Clinical Quality team etc.)</li> <li>Have a good understanding of MSIC products and services</li> <li>Proactively keep up-to-date on new procedures and services offered by MSI to build and educate callers' interests</li> <li>Assess client's needs and where relevant, sell them additional services</li> </ul>	<ul style="list-style-type: none"> <li>Increase in number of services offered to clients per call</li> <li>Increased rate of referrals to MSIC/MSIC-supported facilities</li> <li>High call quality and excellent customer service</li> <li>Inquiries are answered in a timely manner</li> </ul>
<b>Data entry</b>	
<ul style="list-style-type: none"> <li>Enter new client information into the system and maintain the Contact Centre database</li> <li>Keep records of caller's interactions and details of actions taken</li> <li>Keep and use client records in accordance with MSIC's data protection policy</li> </ul>	<ul style="list-style-type: none"> <li>Client information is accurate and completed in a timely manner</li> </ul>

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Administrative support for centre operations	
<ul style="list-style-type: none"> <li>• Provide effective administrative assistance to centre operations including procurement, stock management, HR, finance etc.</li> <li>• Effectively communicate via phone and email to MSIC centre teams, ensuring that all administrative duties are completed accurately and delivered with high quality and in a timely manner for centres.</li> <li>• Manage and update manuals and documents for the centre channel and each centre, both online (SharePoint) and offline/onsite documents</li> <li>• Replace and/or assist centre receptionist/cashier or stock focal point or midwife as needed</li> <li>• Assist Managers of Centre Operations with printing, scanning, and filing documents</li> <li>• Input and review monthly data on centre government reports</li> </ul>	<ul style="list-style-type: none"> <li>• MSI administrative procedures followed correctly</li> <li>• All filing systems maintained</li> <li>• Procedures manual up to date</li> <li>• Reports are submitted on time and are of quality</li> </ul>
Government health insurance management, National Social Security Fund (NSSF)	
<ul style="list-style-type: none"> <li>• Support centres in NSSF coordination, including reporting and document submission</li> <li>• Review and check all documents before submitting to NSSF, following NSSF, Ministry of Health (MOH) and MSIC guidelines</li> <li>• Respond to NSSF inquiries immediately</li> <li>• Attend NSSF meeting with the MSIC Managers of Centre Operations</li> <li>• Be up-to-date with NSSF policies and procedures by regularly reviewing their website, Facebook page and other platforms</li> <li>• Assist the MSIC Managers of Centre Operations in maintaining and updating NSSF documents</li> </ul>	<ul style="list-style-type: none"> <li>• Quality documents are submitted on time</li> <li>• NSSF inquiries responded on time, at least within the week</li> <li>• Updates from NSSF recorded and maintained properly</li> </ul>
Skills and Experience	
Qualifications	
<ul style="list-style-type: none"> <li>• Midwife or Nurse</li> <li>• Fluent in Khmer both oral and written (high level)</li> <li>• English oral and written (medium level)</li> </ul>	
Essential Experience:	
<ul style="list-style-type: none"> <li>• Knowledge of customer service principles and practices</li> <li>• Familiarity with administration and clerical processes</li> <li>• Good grasp of health knowledge</li> <li>• IT skills (focus on Microsoft basics, social media)</li> </ul>	
Desirable	
<ul style="list-style-type: none"> <li>• Overall understanding of MSI activities and services</li> <li>• Experience working in the sexual reproductive health field</li> </ul>	
Essential Skills:	Attitude / Motivation:
<ul style="list-style-type: none"> <li>• Client focused with good interpersonal skills to engage with people of all levels</li> <li>• Ability to communicate clearly, especially on the telephone and through online chat</li> <li>• Strong “soft” skills, including strong verbal and written communication skills, active listening, good questioning techniques</li> <li>• Administrative skills</li> <li>• IT skills (focus on Microsoft Office basics, Social Media)</li> <li>• Working as part of a team by being supportive, flexible and showing respect for each other, but also able to work independently and show initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Strong supporter of sexual reproductive health rights for all men/women, including access to abortion services.</li> <li>• Results focused - goes above and beyond</li> <li>• Self-motivational/Self Starter</li> <li>• Team Player</li> <li>• Adaptable and flexible, including changes in the work schedule</li> </ul>