



CAREER OPPORTUNITY

ADVERTISEMENT FOR VACANT POSITIONS IN KUTRRH

Kenyatta University Teaching, Referral and Research Hospital (KUTRRH) is a State Corporation registered under Legal Notice Number 4 of the State Corporations Act Cap 446 in January 2019 as a Level 6 Tertiary Hospital and is now operational offering specialized referral services. The Hospital is seeking to recruit a qualified, professional and experienced Communication Expert, on a 3-year performance-based renewable term contract to handle all the communication needs of our Integrated Molecular Imaging Centre – IMIC. The Centre is a state-of-the-art comprehensive cancer unit and the only one of its kind in the region.

Below please find a details description of the role; -

INTERNATIONAL RELATIONS OFFICER - INTERNATIONAL DESK - KUTRRH/DACS/388 – 1 POST

Reporting to the Director - IMIC, the **INTERNATIONAL RELATIONS OFFICER - INTERNATIONAL DESK** shall be responsible for the managing of our communications strategy, write and disseminate publicity materials, respond to inquiries from the public and media, and coordinate promotional events aimed at building a strong reputation for the Centre. The incumbent in collaboration with management shall be expected deliver a strong Regional and International public profile for the Integrated Molecular Imaging Centre that shall successfully support and sustain the referral goals and objectives of the Centre.

English is the working language of the Hospital, but the role has a multilingual requirement with fluency in French being most desirable. Experience working on assignment(s) with regional or international reach will be considered an asset.

Duties and Responsibilities:

- Handle regional and international transactions for the Integrated Molecular Imaging Centre.
- Receives and answers to customer calls and inquiries, tracks the delivery to ensure the services required are timely booked as requested and serves as the primary liaison between the Centre and clients.
- Establishes leads and follows up with customers to ensure their satisfaction and resolves any issues or complaints they may have timely escalating where applicable.
- Collaborate with management to develop and implement an effective communications strategy for Centre based on our target audience.
- Write, edit, and distribute content, including publications, press releases, website content, annual reports, speeches, and other marketing material that communicates the Centre's activities and services.
- Respond to media inquiries, arrange interviews, and act as a spokesperson for the Centre in close liaison with the Director, IMIC.



- Establish and maintain effective relationships with media houses, journalists and keep an up-to-date media database.
- Seek opportunities to enhance the reputation of the Centre, and coordinate publicity events as required.
- Develop, implement and continuously evaluate a Corporate Affairs Communication strategy for the Centre.
- Support and give accurate feedback on new or existing services to Customers to ensure that customers are provided with accurate and timely information regarding all services.

Minimum Qualifications and Knowledge

- i. A minimum of five (5) years relevant working experience, three (3) of which should have been in a regional and/or international role/assignment.
- ii. Bachelor's Degree in any of the following disciplines: Mass Communication, Journalism, International Relations, Public Relations, or other relevant and related areas from a recognized institution.
- iii. Must be multilingual with proficiency in the French language being an added advantage.
- iv. Membership to a relevant professional body.
- v. Knowledge of desktop publishing software (InDesign/Photoshop).
- vi. Excellent verbal, written, and interpersonal skills. Good Customer Service Skills.

Key Skills and Competencies

- i. High standards of professional ethics.
- ii. In-depth knowledge of customer service principles and practices as well as customer service software, databases, CRM tools and call Centre equipment/software programs and proficiency in Excel.
- iii. Outstanding verbal, written, and interpersonal communication skills. Excellent organizational and leadership skills with an analytical problem-solving ability.

If your background and competencies match the specifications of the post above, please strictly apply online via: www.kutrrh.go.ke/careers

For all applications, please indicate the subject as follows: JOB APPLICATION – [JOB REFERENCE NUMBER]. Please note that you have to attach the *Application Letter, Curriculum Vitae and Filled Application Form* when you apply online via the portal.

The deadline for the receipt of all applications is **18th June 2021**. Only shortlisted candidates will be contacted. All shortlisted candidates must fulfill the requirements of Chapter Six of the Constitution of Kenya 2010, including.



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www.kutrrh.go.ke

- Certificate of good conduct from the Directorate of Criminal Investigations
- Clearance Certificate from the Higher Education Loans Board (for University graduates only)
- Tax Compliance Certificate from the KRA
- Clearance from Ethics & Anti-Corruption Commission
- A report from an approved Credit Reference Bureau

Please take note that all communication to potential candidates is specifically through the official telephone/ email.

Any form of canvassing will lead to immediate disqualification.

KUTRRH is an Equal Opportunity Employer.

**YOUTH, WOMEN AND PEOPLE LIVING WITH DISABILITY ARE ENCOURAGED
TO APPLY.**

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