**VACANCY ANNOUNCEMENT**

The Kamuzu University of Health Sciences (KUHeS) is a University and Centre of Excellence in health education, research and innovation whose mission is ‘to advance knowledge, professional competencies, skills, and innovations in health sciences through high-quality student-centred and innovative education and research that responds to and influences the global/national policy, health and development needs in an efficient, sustainable, and result-oriented manner’.

In fulfillment of its vision and as part of its community engagement strategy, the University provides clinical services at its Clinics, one of which is situated at Mount Pleasant in Blantyre and the other at Lilongwe upper campus. These clinics operate as outpatients and Blantyre Clinic has a team of thirty-two specialist doctors in different areas of medicine. The University is inviting applications from well-qualified Malawians to join the Blantyre Clinic for the following positions;

1.**Clinic Receptionist**

**Job Overview**

To serve as the first point of contact for visitors and clients, managing front desk operations and performing various administrative tasks to ensure efficient office functionality and a positive impression of the organization.

The successful candidate shall be employed on full-time basis and will be issued a two-year contract, which is renewable subject to satisfactory performance.

**Key Duties and Responsibilities**

* Welcoming patients/clients and providing initial answers to their queries, directing them to right offices and making them comfortable while they wait for service.
* Scheduling client appointments and makes appointment confirmation calls.
* Managing the phone desk throughout the day and channelizing the calls to the right members of the staff.
* Checking clients in and out for appointments, including accepting copays and gathering updated insurance information.
* Assisting with checking client benefits.
* Responding to internal and external emails.
* Assisting clinic staff as needed.
* Managing patients’ information.
* Managing stores.
* Verifying patient insurance eligibility and benefits.
* Creating /updating records with new files and information.
* Registering all patient using Clinic software

**Required Education and Attributes**

Applicants for the Receptionist position should satisfy the following minimum requirements:

* Must have a Diploma in the following fields: Business Administration, Secretarial Studies, Tourism or any relevant field;
* Two years’ relevant work experience preferably in similar settings;
* Ability to make straightforward decisions, using previous experience and precedents, applying similar principles or following guidelines in solving problems;
* Ability to work under pressure and considerable mental demands.

**2. Clinic Office Assistant**

**Job Overview**

The Office Assistant will be responsible for providing office support, ensuring cleanliness of the clinic premises and dispatching of mails.

The post holder will be employed on full-time basis and will be given an initial 2-year contract, renewable subject to satisfactory performance.

**Duties and Responsibilities**

Among others, the Clinic Office Assistant shall perform the following duties:

* Supervising cleaners to ensuring that the clinic is clean at all times using Infection prevention measures
* Set up consultation rooms with necessary instruments and supplies
* Wash and decontaminate instruments
* Conducting waste management at the clinic
* Supervision of cleaners and making proper roster for them
* Perform any other related duties as assigned from time to time

**Position Requirements**

* MSCE with at least four (4) years’ work experience in a similar position
* Good interpersonal skills
* Trained in Customer care
* Those with motorbike riding license or training in infection prevention will have an added advantage

**Application Procedure**

Applicants meeting the requirements indicated above should submit applications including copies of certificates and a detailed CV with names, emails and contacts of 3 traceable professional referees, (one of which must be from the most recent or current employer) to:

The Registrar

Kamuzu University of Health Sciences

Blantyre Campus

Private Bag 360

Chichiri

Blantyre 3

Or

Email: [recruitment@kuhes.ac.mw](mailto:recruitment@kuhes.ac.mw)

Applications should be submitted by the close of business on 13th March, 2025. Those submitting via email should indicate the title of the post in the subject line. Only shortlisted candidates will be contacted.

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