

28<sup>th</sup> July, 2025

### Job Advert - Employment Opportunities

Comprehensive Rehabilitation Services for People with disability in Uganda (CoRSU) was established in 2006 as a private non-profit, non-governmental organization. CoRSU provides Orthopaedic Surgery, Plastic Surgery, and Rehabilitation, mainly for children as well as adults with disability.

#### CoRSU Hospital seeks to fill the following vacancy:

<b>Job Title:</b>	Customer Care Officer
<b>Number of vacancies:</b>	01
<b>Payment Grade:</b>	Fulltime
<b>Reporting to:</b>	Communications Officer
<b>Department:</b>	CEOs Office

#### Overall job objective:

The role is responsible for managing all visitors /patients' inquiries in relation to the hospital services focusing primarily on patient care and management as the first point of contact. He /she shall ensure implementation of the customer experience strategy and ensure delivery of high level of customer service and satisfaction while minimizing the total cost to serve through continuous improvement of operational effectiveness.

#### Functional Outputs/Activities per key performance area:

##### Customer/Client Experience

- Manage the front desk office / reception area of the Hospital as per the Hospital guidelines.
- Take charge of the outpatient flow to ensure a smooth service experience for each client. In collaboration with the Clinical team, engage each client in the different service points to understand their needs and regularly update them about the progress of services, the expected turnaround time and guide them on what needs to be done for their visit.
- Coordinate incoming and outgoing phone calls and maintain records of calls made and received in line with the Hospital Guidelines.
- Verifying patient bookings upon arrival.
- Receive, register and direct Patients and visitors to relevant offices in line with Departmental Guidelines.
- Provide information about the Hospital services in line with the existing Hospital's policies and procedures
- Ensure that all customer service surveys are effectively conducted.
- Make regular visits to the inpatient ward, assess for client satisfaction, identify any service challenges, and ensure that the challenges encountered are addressed.

- Providing educational health talks on various topics to clients at OPD while they wait to be served.
- Conducting exit interviews for patients.
- Bring to the attention of Management any matters affecting customer satisfaction that require management action.
- Opening the suggestion box at least once every week.

#### **House Keeping**

- Observe maximum organization and hygiene for the different facility areas i.e., waiting areas, Consultation rooms, Washrooms, parking areas
- Ensure that the different waiting areas have adequate seats, the different service points have the different staff on duty, air conditioners are on when required, TVs are functional
- Ensure patients are comfortable while at the facility by identifying and addressing any issues that may cause patient discomfort such as unpleasant smells, too much noise, other patients, among others.
- Ensuring that the TVs are switched on and airing appropriate content.

#### **Financial Management**

- Adherence to department budget
- Continuously identify areas for improved efficiency.

#### **Risk Management**

- Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.

#### **Compliance**

- Maintaining adherence to CoRSU guidelines and protocols, including client confidentiality.
- Ensure CoRSU Corporate Communications policies and regulatory compliance in execution of activities.
- Adherence to all CoRSU Policies and Procedures

#### **Required Qualifications:**

Bachelor's degree in marketing, Communications, Journalism or related disciplines from recognized institutions.

#### **Key Competencies & Skills**

- Communication Skills
- Time Management
- Organizational Skills and Record Management
- ICT Skills
- Building networks
- Record Management

#### **Experience**

Three (3) years of working experience in a hospital setting in a reputable Health facility.

#### **Attributes include:**

- Customer Centric Mindset
- Creativity
- Strives for Continuous Improvement
- Quality Focused

**Competencies Required:**

**Behavioural**

- Integrity
- Professionalism
- Self Confidence
- Resilience and Tenacity

**Leadership**

- Taking Initiative
- Decision Making

Qualified persons should submit their applications (detailed CV with a cover letter plus copies of Academic Qualifications) to: The Head of Human Resources, CoRSU Hospital P.O. 46 Kisubi, or email to: [recruitment@corsuhospital.org](mailto:recruitment@corsuhospital.org) before midnight of **Sunday 31<sup>st</sup> August, 2025**, the Title of the Job you are applying for and the name of the Applicant should be the subject of the email.

**NB:** *CoRSU is an Equal Opportunity Employer; so capable People with Disabilities (PWDs) are encouraged to apply. However, only shortlisted candidates will be called for interviews.*