



**VACANCY NOTICE**  
**EMERGENCY CALL CENTER EXECUTIVES, HEADQUARTERS**

St John Ambulance Kenya is a charitable organization whose vision is to be at the heart of the nation serving as volunteers in the provision of community service first aid and world class emergency response.

St. John Ambulance is expanding its call center and is therefore looking for suitable individuals to fill the position of Emergency Call Center Executives.

**Key duties and responsibilities**

- Receiving all emergency and non-emergency calls and dispatching the crew in order of priority
- Ensure only authorized persons respond to all calls.
- Data Entry of all emergency work carried out and ensure all records are provided by the relevant staff for timely data entry.
- Ensure that all patients or callers are properly handled over the telephone
- Be able to gather the most information regarding the various emergency situations in the minimum time possible and clearly.
- Dispatch and co-ordinate appropriate and available response resources
- Be able to provide emergency care instructions to callers awaiting ambulances response.
- Monitor the progress of the assigned ambulances via the dispatch system
- Ensure proper hand-over between ambulance crews
- Provide all departmental records as and when required.
- Ensure that all events coverage is done in a timely manner.
- Report any defects detected in the vehicle and follow procedure for reporting accidents.
- Follow up on customer requests and respond.

**Requirements**

- Degree in Communication, Public Relations (PR), Marketing or its equivalent.
- Well expressed spoken and written communication.
- Good PR and Customer Care skills e.g. courtesy and empathy.
- First Aid, EMT knowledge or Disaster training and certification will be an added advantage.
- Certificate of Good conduct (Mandatory).
- 25 years of age and above.
- Ability to remain calm, use reasoned judgment and communicate effectively in a stressful or a situation especially when handling mass incidents.
- Ability to speak clearly and distinctly on radio and telephone.
- Computer proficiency.
- Team player with high level of discipline and integrity.

Please apply via **email only to [recruit@stjohnkenya.org](mailto:recruit@stjohnkenya.org)**, with a cover note and CV stating your salary expectation. Only shortlisted candidates will be contacted.

Ref: **EMERGENCY CALL CENTER EXECUTIVES.**

addressed to:

The Chief Executive Officer  
St. John Ambulance Kenya  
P. O. Box 41469-00100  
Nairobi

**To be received not later than 26<sup>th</sup> October 2018**  
**Only shortlisted candidates will be contacted.**