

CAREER OPTIONS AFRICA (Rwanda) LTD

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Operations Associate- Rwanda

OUR CLIENT

Our client, Medtronic LABS, a medical innovative technology company which provides solutions for hypertension and diabetes patients is seeking to fill the position of **Operations Associate- Executive** in Rwanda.

The client seeks to fill the above position with a suitably qualified and competent professional individual with good experience as an operations executive in the medical industry and providing hardware and software support.

THE JOB

The Operations Associate will be tasked with driving operations for the Empower Health business in a specific area assisting our clients and patients and also for providing IT support expertise for the Empower Health business.

Main Tasks and Responsibilities;

1. Provide excellent customer service technical support and IT expertise for Empower Health clients in Rwanda.
2. Provide support for Empower Health hardware and software issues and provide maintenance support, as necessary.
3. Work closely with Empower Health program staff in Rwanda, other African countries and the United States, as well as vendors and developers to troubleshoot issues reported from clients. Along with troubleshooting, document and communicate issues and resolutions per Medtronic Labs' Quality processes.
4. Along with the Empower Health team, deliver didactic and hands-on Empower Health training to users, including Healthcare providers, Pharmacy staff, Community Health Workers and Patients. Work closely with Medtronic team and partners, Regional/District Health Management Teams, to coordinate training session scheduling.
5. Support the collection of Empower Health hardware from identified distributor(s) and prepare them for customer users by loading the software onto the phone(s) or tablet(s) and testing both the hardware and software prior to delivery.
6. Perform representative testing of new versions of the Empower Health software application (e.g., when new versions are released, or in response to Android OS changes).

7. Deliver standardized client satisfaction surveys to ensure that each client and facility is functioning at full Empower Health potential.
8. Based on field learnings, client feedback and relevant ideas, contribute to improving the Empower Health system by sharing feedback and joining innovation sessions.
9. Collaborate with Empower Health program staff via email, weekly or bi-weekly teleconferences.
10. Complete weekly Operations Reports and ensure that assigned tasks are executed successfully and completed within needed time frames to meet program objectives and milestones.
11. Complete all required Medtronic and program training.
12. Any additional duties assigned to deliver the collective Empower Health Goal.

QUALIFICATIONS

The job holder should have the following qualifications;

- a) Degree/Diploma in a health-related field.
- b) 2 to 3 years' experience as an Operations Executive.
- c) Excellent IT support, IT hardware, software applications and related skills.
- d) Excellent communication skills in English and local languages.

THE RIGHT PERSON FOR THE JOB

The ideal candidate should possess the following skills and competencies;

- a) Proactive approach to work and problem-solving capability
- b) Ability to work individually, with no supervision, and as part of teams, collaboratively.
- c) Strong interest in improving healthcare access.
- d) Exceptional interpersonal skills.
- e) Excellent written and verbal communication.

WHAT WE ARE OFFERING THE RIGHT PERSON

We are offering a competitive remuneration package for the successful candidate.

HOW TO APPLY

Visit www.careeroptionsafricagroup.com and www.hreastafrica.com for more details on this position.

Send CV only to Recruitment_rw@careeroptionsafricagroup.com by 20th December 2021 subject heading, as **Operations Associate**. However, applications will be reviewed as they are received, and qualified candidates called for interview as soon as their CVs are received.

We are an Equal Opportunity Employer.

Candidates who do not hear from us by this date should consider their applications unsuccessful.

WHO WE ARE AND WHAT WE DO

Career Options Africa is a Human Resource Consultancy firm with branches in Kenya, Uganda, Tanzania and Rwanda;

Our Range of services includes;

OUTSOURCING KEYWORDS

Hr outsourcing Kenya, Uganda, Tanzania and Rwanda

Outsourced labour management in Kenya, Uganda, Tanzania and Rwanda

Staff outsourcing in Kenya, Uganda, Tanzania and Rwanda

staff outsourcing companies in Kenya, Uganda, Tanzania and Rwanda

outsourcing staff in Kenya, Uganda, Tanzania and Rwanda

human resource outsourcing in Kenya, Uganda, Tanzania and Rwanda

hr companies in Kenya, Uganda, Tanzania and Rwanda

RECRUITMENT SERVICES

Recruitment agencies in Kenya, Uganda, Tanzania and Rwanda

Recruiting agencies in Kenya, Uganda, Tanzania and Rwanda

Recruitment agencies Kenya, Uganda, Tanzania and Rwanda

Recruitment firms in Kenya, Uganda, Tanzania and Rwanda

Recruitment agents in Kenya, Uganda, Tanzania and Rwanda

Headhunting services in Kenya, Uganda, Tanzania and Rwanda

Headhunters in Kenya, Uganda, Tanzania and Rwanda

Recruitment agencies in Kenya, Uganda, Tanzania and Rwanda

PAYROLL KEYWORDS

Outsourced payroll management Kenya, Uganda, Tanzania and Rwanda

Payroll outsourcing companies Kenya, Uganda, Tanzania and Rwanda

Payroll companies in Kenya, Uganda, Tanzania and Rwanda

Payroll outsourcing Kenya, Uganda, Tanzania and Rwanda

Salary outsourcing Kenya, Uganda, Tanzania and Rwanda

Payroll services Kenya, Uganda, Tanzania and Rwanda

Payroll management Kenya, Uganda, Tanzania and Rwanda