

SETSHABA RESEARCH CENTRE

Setshaba Research Centre (SRC) is a South African, Non-Governmental/Non-Profit Organization in the field of clinical and social scientific research. The centre is located in Soshanguve Township, Tshwane, Gauteng. SRC was founded in 2004 as a medical research centre with the objective of creating value and contributing to the greater good of society.

Setshaba Research Centre needs to fill the following position and would like to invite suitably qualified candidates to apply

Ref. No: SRC-35-2021

Call Centre Officer (2)

Fixed Term contract (6 months)

Requirements

- Post matric qualification – diploma/degree in office administration or health sciences
- Computer literate with good knowledge of Ms Excel and Ms Word
- 1-3 years of experience in a call center environment
- Knowledge of customer service practices and principles
- Excellent data entry and typing skills
- Superior listening, verbal, and written communication skills
- Ability to handle stressful situation appropriately
- Ability to maintain a high degree of professionalism and confidentiality
- Effective organisational, communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to work under pressure and meet deadlines
- Valid Good Clinical Practice Certificate will be advantageous.
- Clinical Research Experience will be advantageous

Responsibilities

- Conduct follow up calls as study protocol requirement
- Update study documents and ensure proper filling
- Complete call logs and generate reports as required by the sponsor or the site
- Liaise with the clinical team to conduct further follow up if necessary
- Track participants' compliance and response to self-reporting tools e.g. eDiaries
- Play a vital role in retaining enrolled participants and encourage adherence to study requirements
- Attend to internal and external data queries timeously
- Perform general office administrative tasks
- Perform any other sectional administrative duties as per HOD and supervisor instructions.

Experience in the field of research will be advantageous

The candidate will be based at Setshaba Research Centre in Soshanguve

Remuneration

Setshaba Research Centre offers competitive market related remuneration packages according to Qualifications and Experience.

If you are interested please send/deliver a comprehensive CV to: Attention Ms Lindiwe Masemola, Setshaba Research Centre, 2088 Block H, Soshanguve, 0152 or fax your CV, Qualifications and Valid Registrations to 012 799 2685. e-mail your correspondence to HR@setshaba.org.za

Always quote Ref no. and position on your reply when applying. CVs without qualifications will not be considered. Reference checks will be done during the selection process.

For more details contact J.L Masemola on Tel 012 799 2422 / 012 799 2880

Closing date for submission of CVs: 31 Oct 2021. Should you not have received a response within 14 days of the closing date, please consider your application as unsuccessful

NB. Correspondences will only be entered into with short-listed candidates and Setshaba Research Centre reserves the right not to appoint