



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, within the City of Tshwane, Gauteng. SRC was founded in 2004 and aims to be a world-class health research organisation, benefitting local communities while making a global impact.

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

Ref. No: SRC-17-2026

**Call Centre Operator
Fixed Term Contract (12 Months)**

- **Job Purpose:** To conduct study-related telephone contact in accordance with clinical research protocols, ensuring participant safety, protocol adherence, and high-quality data collection.

Qualifications & Experience

- Certificate/Diploma in Nursing or related field (advantageous).
- Experience in clinical research, HIV prevention trials, or healthcare.
- Previous Call Centre experience of at least 1 year (advantageous)
- Certification in ICH-GCP advantageous
- Proficiency in English and local language
- Basic computer skills; familiarity with data-entry systems (advantageous)
- Previous experience within a healthcare environment Is advantageous
- Previous experience clinical trial Data/QC environment is advantageous

Responsibilities

- Compliance with protocol, Standard Operating Procedures (SOPs), regulations and guidelines such as GCPs and SANC.
- Confirm delegation of tasks by P.I and timely completion of online study-specific training with understanding prior to conducting study procedures.
- Conduct remote calls in accordance with the SOP and study protocol, with specific reference to the current version of the Schedule of Events to ensure accuracy and compliance.
- Perform follow-up calls for safety checks, adverse event assessments or Serious Adverse Events in accordance with the study protocol and promptly escalate clinical concerns to investigators.
- Create and maintain trackers to monitor and follow up on remote calls, ensuring timely documentation and completion of all required study activities.
- Ensure adherence to established Quality Control (QC) processes aimed at achieving and maintaining continuous Quality Improvement.
- Submit Clockify reports to the HOD on a weekly basis.
- Complete all activities allocated on Kronus in a timely manner.
- Conduct continuous health education sessions with participants during telephone contact to improve their knowledge about the study.
- Perform electronic data capture of CRFs for Remote Calls as per protocol and sponsor requirements.
- Meet regulatory requirements for privacy and confidentiality, including sponsors' requirements.
- Ensure data metrics are maintained above 90% as required by sponsors.
- Maintain and manage the Site Safety phone and promptly report all safety-related calls or concerns to the Investigator.
- Collaborate with other call centre professionals to improve customer service.
- Ensure quality documentation in compliance with ALCOA and PLUS-EACCCC principles.
- Resolve queries flagged by Real-Time QC, the Data Management team, CQMP, CRAs and Internal Audit in a timely manner.

The candidate will be based at Setshaba Research Centre in Soshanguve



Address: 2088 Block H, Soshanguve, 0152

P.O. Box 468, Soshanguve, 0152

Tel: +27 12 799 2422 / 2880

Fax: +27 12 799 2685

REMUNERATION

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

Please email your CV and Qualifications to hr@setshaba.org.za. Always quote Ref no. and position on your application. No CVs without qualifications will be considered.

Closing date for submission of CVs: **21 July 2026**. Should you not have received a response within 14 days of the closing date, please consider your application as unsuccessful.

NB. Setshaba Research Centre reserves the right not to appoint.