



NATIONAL MEDICAL STORES

Plot 4-12, Nsamizi Road
P.O Box 16,
ENTEBBE, UGANDA.

Date: 2nd September 2019

EXTERNAL JOB ADVERTISEMENT

National Medical Stores is an autonomous Corporation that was established by an Act of Parliament in 1993. Our mandate is to procure, store and distribute medicines and other medical supplies to health facilities in Uganda.

Our vision is **“A POPULATION WITH ADEQUATE AND ACCESSIBLE QUALITY MEDICINES AND MEDICAL SUPPLIES”**

Our Mission is **“TO EFFECTIVELY AND EFFICIENTLY SUPPLY ESSENTIAL MEDICINES AND MEDICAL SUPPLIES TO HEALTH FACILITIES IN UGANDA”**

We are now looking for suitably competent Ugandans who possess appropriate skills, knowledge and right attitude to fill vacant positions which have either fallen vacant or have been created in the NMS structure. Applications are now invited from suitably qualified candidates to fill the following vacant positions existing at NMS Head Office, Entebbe, Uganda.

Summary:

Job Ref No.	Title	Department	No. of Positions
NMS/ 2019/ 51:	SENIOR CUSTOMER CARE OFFICER	Clients Services Department	01
NMS/ 2019/ 52	SENIOR HUMAN RESOURCE MANAGEMENT OFFICER	Human Resource & Administration	01
NMS/ 2019/ 53:	RESEARCH OFFICER	Clients Services Department	01
NMS/ 2019/ 54:	ACCOUNTANT - PAYROLL(Re-advertised)	Finance & Accounts	01

Details are available on our website: www.nms.go.ug

MODE OF APPLICATION:

Interested applicants should submit signed application letters, together with an **Application Summary Form, curriculum vita, copies of academic documents/transcripts**, names and contact details of three referees one of which must be the current or former employer to the *Chief Human Resource & Administration Officer* not later than **5: 00pm on Monday 9th September 2019** at the address below;

*The Chief Human Resource and Administration Officer
National Medical Stores
P.O Box 16, Entebbe
Plot 4-16 Nsamizi Road,
ENTEBBE- UGANDA.*

Note: Only shortlisted candidates will be contacted. If you don't hear from us, one month from the date of closure of receipt of applications, consider your application unsuccessful.

Please note that National Medical Stores reserves the right to verify documents attached with the relevant awarding institutions to authenticate their validity. Any form of canvassing will lead to automatic disqualification. National Medical Stores is an equal opportunity employer.

NMS/ 2019/ 51: SENIOR CUSTOMER CARE OFFICER

Reports to: Chief Clients Services Officer

Salary Scale: Grade 4

Duty Station: Entebbe

Job Purpose: To be in-charge of planning, implementing and ensuring efficient operation of customer care services in NMS including Clients Services programmes.

Responsible for: Customer Care Officers,

KEY RESULT AREAS/ACCOUNTABILITIES

1. Dealing with customer complaints, queries and request of information
2. Providing an input to development of the NMS's customer related policies
3. Be responsible for the management of the customer care information
4. Liaising with Senior Research Officer & M&E Officer to develop and disseminate customer-relevant related training and education materials
5. Promptly providing answers to customer's complaints and queries related to deliveries
6. Making recommendations in relation to resolutions of customer issues
7. Contributing to the discussion and development of customer care policy
8. Dealing with difficult situations in a friendly manner and strive to speedy solutions
9. Ensuring that both an appropriate and adequate investigation takes place in all cases. This includes the recording of all communications between the various parties and ensuring that all information is taken into consideration
10. Preparing daily, weekly, Monthly statistical reports as appropriate
11. Inputting to the development and ongoing updating of information of NMS website
12. Providing support in the development of a customer care standards charter for NMS
13. Assisting the Chief Clients Services Officer in ensuring that all relevant standards within the customer Charter are met
14. To identify any risk(s) noted during the course of execution of your duties and formally report to your immediate supervisor

QUALIFICATIONS

1. Degree of Business Administration or Honours degree of Bachelor of commerce (Marketing)
2. In addition, either a Diploma in Pharmacy/Dispensing, Nursing, or Clinical Medicine and Community Health
3. 4 years of working experience in customer care in a reputable organization
4. Computer Literacy

NMS/ 2019/ 52: SENIOR HUMAN RESOURCE MANAGEMENT OFFICER

Reports to: Chief Human Resource & Administrative Officer

Salary Scale: Grade 4

Duty Station: Entebbe

Job Purpose: To support Chief Human Resource & Administrative Officer in planning, implementation and overseeing effective Human Resource Management in the Corporation.

KEY RESULT AREAS/ACCOUNTABILITIES

1. Process payroll input data for all staff for onward submission to Finance and accounts
2. Plan, monitor and evaluate the implementation of performance management process in the various departments and provide professional guidance inline the HRM manual.
3. Participate in recruitment, selection and onboarding of staff to the Corporation in line with the relevant laws and the Human Resource Manual
4. Develop and review competence profiles of jobs that have either been created or changed in line with the performance management guidelines
5. Review the department's business plan, operational plans, objectives, targets and performance indicators for each work team and monitor activities in line with NMS corporate plan
6. Carry out staff training needs assessment, plan and coordinate, validate, implement and evaluate staff training programs in line with the HRM manual.
7. Implement welfare policies and procedures and make follow up on issues regarding reward management, discipline and grievances in line with the HRM manual
8. Plan for counseling sessions and counsel members of NMS in line with counseling principles and NMS HRM manual.
9. To identify any risk(s) noted during the course of execution of your duties and formally report to your immediate supervisor

QUALIFICATIONS

1. Honors Degree in Human Resource Management or Industrial/Organizational Psychology, Business Administration or related Field with specialization in Human Resource Management.
2. A post Graduate diploma in Human Resource Management.
3. Knowledge of Uganda Employment laws is a necessary requirement
4. Fully or part qualified CIPD or ICSA is an added advantage
5. A minimum of 5 years of hands-on Human Resource Management experience in a reputable organization.

NMS/ 2019/ 53: RESEARCH OFFICER

Reports to: Senior Research Officer

Salary Scale: Grade 6

Duty Station: Entebbe

Job Purpose: To provide assistance for research by participating in research design and implementation as well as participating in market surveys.

KEY RESULT AREAS/ACCOUNTABILITIES

1. Designing research proposals
2. Conducting research on assigned topics
3. Analyzing research Data
4. Undertaking market survey of prevailing prices of pharmaceuticals, medical sundries and other supplies
5. To identify any risk(s) noted during the course of execution of your duties and formally report to your immediate supervisor
6. To perform any other duties assigned from time to time

QUALIFICATIONS

1. A minimum of an Honours Bachelors' degree in statistics or Quantitative Economics from a recognized University
2. Additional training in Health related research
3. Two years' experience in undertaking health related research in a reputable organisation
4. Computer knowledge including statistical packages for analyzing research data and specifically EPI data, EPI info and SPSS

NMS/2019/54: ACCOUNTANT (PAYROLL)

Reports to: Senior Accountant- Cost and Management

Salary Scale: Grade 6

Job Purpose: To be responsible for monthly preparation of the payroll and to regularly up-date payroll information as instructed as well as oversee salary payments to staff.

KEY RESULT AREAS/ACCOUNTABILITIES

1. Implementing approved payroll payment processes and update related accounts
2. Preparing and submitting tax and other statutory deductions including PAYE, NSSF, VAT, LST (Local Service Tax)
3. carrying out banking on daily basis and generating weekly banking reports
4. Reconciling of specific staff accounts by capturing payments, Posting recoveries and other necessary applications
5. Reconciling of specific staff accounts by capturing payments, posting recoveries and other necessary applications
6. To identify any risk(s) noted during the course of execution of your duties and formally report to your immediate supervisor
7. Performing any other duties assigned by Supervisor

QUALIFICATIONS AND SKILLS

1. Honors Degree in Business Administration, Commerce, Finance and statistics
2. ACCA or CPA part qualification at Stage II
3. computer literate with competence in MS Office Suite
4. 3 years of accounting work experience