

ROSE Foundation (Removing Obstacles to cervical ScrEening) is a health non-profit that implements programs throughout Malaysia focusing on cervical screening featuring self-sampling by women themselves and related health education and advocacy for women's reproductive health. The Foundation's three main objectives are:

- To deliver cervical screening to women in Malaysia using ROSE approach, aligned with World Health Organization (WHO) cervical elimination goals;
- To produce, run, manage, test and maintain, screening services, laboratories, contact centering regard to cervical screening and any other related activities; and
- To provide cervical screening services to Malaysian women prioritizing the under-screened and underprivileged population (including but not limited to B40 income group).

The ROSE Foundation is currently looking for dynamic and proactive candidates for the following position:

Job Title	Contact Centre Executive
Location	ROSE Foundation, University of Malaya Kuala Lumpur
Reports To	Contact Centre Lead

Primary Objective of the Position

The **Contact Centre Executive** will work under and in close collaboration with the Contact Centre Lead to facilitate engagement and navigation of care for participants and healthcare providers of the ROSE cervical screening program. The Contact Centre Executive will work under the direction of the Contact Centre Team Lead.

Key Responsibilities

1. Execute contact centre operations for all inbound and outbound contacts through a variety of contact channels including phone call, message, email and mail.
2. Perform follow up with participants tested positive to encourage timely progression along care pathways.
3. Coordinate engagement with healthcare providers to facilitate progression of participants along care pathways.
4. Troubleshoot delivery of screening test results, exceptions and escalated enquiries.
5. Drive high quality performance of contact centre operations by ensuring that contacts are managed sensitively, effectively, consistently and in a timely manner.
6. Execute timely, accurate and reliable registry data entry and implement security and privacy standards in management and transmission of data.
7. Engage with and maintain a professional working rapport with healthcare professionals, stakeholders and other relevant entities/individuals.
8. Monitor and articulate participant/client/healthcare provider needs, habits, and trends, expressed and/or observed during contact and program engagements.
9. Liaise with collaborators and partners to ensure ROSE's communications ideas are aligned to communication messages.
10. Support and perform quality assurance on digital healthcare system.
11. Monitor, analyze and articulate ROSE participants data for reporting.
12. Support and participate in ad-hoc task/projects as advised.

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Required Skills & Qualifications

- Individuals with an interest in community work, public health, women's health and other relevant fields (preferably with a Bachelor's degree in public health, applied social/ behavioral science or other related discipline) are encouraged to apply.
- Minimum two years of working experience in community/ health programs.
- Open, approachable and pleasant personality with strong interpersonal skills.
- Excellent organizational skills, attentive to detail and willingness to learn.
- Ability to adapt to different demands and negotiate stressful situations.
- A proactive team player who can work with a minimum of supervision.
- Competent with Microsoft Office software and preferably have good information technology skills.
- Proficient in English and Bahasa Malaysia. Ability to speak Tamil or Chinese is a strong advantage.

***If you are interested, please send your cover letter and resume to: career@programrose.org
Please include your last drawn salary, expected salary and available starting date in your cover letter.***

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