



RECRUITMENT RE-ADVERTISEMENT

About Us

City eye hospital is a social venture that provides quality and affordable eye care to people living in Kenya and is a member of the ACCESS eye hospital network in Sub-Saharan Africa. We are a dedicated, dynamic, and experienced team of eye care professionals.

We are looking forward to onboard top and unique talent to support our venture of offering unmatched eye care services in line with our core values; God, People and Excellence. We have exciting career opportunities as detailed below;

Vacancy Details

Our Ref:	CEH/HR/REC/010/2022	Terms of Engagement	Permanent
Role:	Optical Shop Sales Representative	Place of work:	City Eye Hospital- Ngong
Reporting to:	Optical Shop Supervisor	No. of Vacancies	1

Main Purpose of the Role

To provide quality personal service while satisfying the needs of our clients through the sale and dispensing of eyeglasses, non-prescription sunglasses and accessories while upholding City Eye Hospital's standards of excellence in customer service.

Key Responsibilities

- a) Assist customers by giving prompt, courteous and professional services.
- b) Assist Customers in frame and lens selection.
- c) Accurately complete all required paperwork.
- d) Follow up with relevant personnel to ensure that customer orders are fulfilled on time and accurately.
- e) Dispense optical eyewear in accordance with professional standards and in compliance with City Eye Hospitals Standard Operating Procedures.
- f) Achieve established sales and customer service goals and objectives.
- g) Handle customer questions and concerns in a professional and courteous manner.
- h) Advice and assist in selecting optical merchandise while procuring is taking place.
- i) Accurately billing of optical orders on the ERP system in accordance to the frames and lenses type.
- j) Take part in the periodic stocktaking exercises at the Optical shop i.e daily and monthly.
- k) Perform presentations for the department at the performance review meetings.
- l) Take part in company projects and carry out any other tasks that may be assigned to you by your Line Manager and/or any other person place in authority over you.
- m) Be in a position to carry out the quality control roles as elaborated below;
 - I. Ensure all prescriptions are ordered and dispensed within the shortest time possible and as per the provisions departmental Standard Operational Procedures.
 - II. Raise purchase orders for lenses and follow up to ensure delivery is done.



- III. Cross check all lenses against their prescription before forwarding the same to the Optical Technician for fitting.
- IV. Keep the clients updated on the status of their orders.
- V. Call clients to come and pick their orders once ready.
- VI. Dispatch orders which are scheduled for deliveries e.g Outreach Clients, branch orders.
- VII. Assist in processing and submitting management reports as per agreed timeliness.
- VIII. Maintain customer complaints logs and follow up to ensure all are addressed by the relevant personnel within the shortest time possible.

Knowledge and Experience Required

- (i) Diploma or higher in any business-related field or social sciences.
- (ii) Certificate in Front Office/Customer Care Management/ Client Relations/ Public Relations shall be an added advantage
- (iii) Computer literacy skills.
- (iv) 2 years' experience in a similar role.

Key Skills and Competencies Required

- (i) Ability to work effectively both independently and as part of a team.
- (ii) Exceptional Communication and Customer Care skills.
- (iii) Excellent interpersonal skills.
- (iv) Ability to work on tight deadlines.
- (v) Exceptional verbal, written and presentation skills.
- (vi) Ability to work effectively both independently and as part of a team.

Application Criteria

Interested and qualified candidates to make their applications through careers@cityeyehospital.or.ke with the subject being "**Optical Shop Sales Representative – CEH/HR/REC/010/2022**". Shortlisting and interviews shall be done on a rolling basis until a suitable candidate is identified.

The application **must** include;

1. An up-to-date CV, not more than 4 pages long, with the current and expected remuneration indicated in the CV.

We are committed to grant you a great applicant's experience, and we do not discriminate against gender, religion, marital status or any other diversities. All applications shall be accorded due consideration but due to the high volume of the same that we receive, we shall only be able to contact the shortlisted candidates.

Applicants who fail to adhere to the application criteria indicated and do not meet the qualifications highlighted shall automatically be disqualified