CALL FOR APPLICATIONS FOR THE POSITION OF "HOT LINE" OPERATOR

Background and rationale

In view of the implementation of its youths-targeted activities within the framework of the HIV/AIDS Prevention Project in Central Africa (PPSAC), phase 5, the Cameroon Association for Social Marketing (ACMS) is seeking to recruit a "Hot Line" Line Operator (M/F).

The PPSAC project, in its 5th phase, has maintained the implementation of activities targeting young people, particularly through the 100%Jeune project. Setting up a "hot line" helps to provide a telephone service desk to address youths' concerns in terms of HIV-AIDS prevention, reproductive health, family planning, malaria, and child survival.

Duty station: Yaounde
Type of contract: Fixed-term contract
Date of assumption of duty: February 2019
Position level: 7th category, level C of tertiary sector II of the National Collective Agreement on Trade.

Job Description

Under the supervision of the 100%Jeune Project Manager, the "Hot Line" Operator will have the following main responsibilities:

- Answer incoming calls and emails accurately and concisely;
- Greet the callers and establish a professional but friendly relationship with them;
- Provide advice/responses on reproductive health issues especially those related to STIs/HIV/AIDS and family planning without prejudice or judgment;
- Refer callers to additional resources when needed (ProFam clinics, PAS/SR Project, health professionals, providers, websites, other phone numbers, etc.);
- Draft reports and provide relevant feedbacks to supervisors within required deadlines;
- Maintain current knowledge of community resources;
- Perform any other task assigned by his/her supervisor.

Qualifications and professional experience required

- Hold at least a BAC (GCE-AL) diploma;
- Have at least 12 (twelve) months of proven and documented experience in the field of radio animation (internship included);
- A graduate diploma in communication or journalism will be an asset.

Additional skills required:

- Have a good command of computer tools and software (Word, PowerPoint, Excel);
- Be able to use editing software (Adobe audition, Sound forge, Audacity...);
- Be very skillful in using Facebook;
• Be fluent in spoken and written English and/or French; Bilingualism is an asset;
• Have a good elocution;
• Have good public relations skills;
• Be honest and demonstrate commitment and ability to work in harmony with people of diverse backgrounds and cultures;
• Have a structured mind and good aptitudes in oral and written expression;
• Be willing to work under pressure and be self-questioning;

Application file:
1) A motivation letter;
2) A detailed curriculum vitae (CV) following the form available for this purpose on the website: http: www.acms-cm.org;
3) A photocopy of the required diploma;
4) A photocopy of a valid identification document;
5) Photocopies of documents justifying the candidate's experience (Attestations of internship and employment, work certificate and/or any other document relating thereto);

Submission of files
The complete files should be submitted in an anonymous envelop with the mention: "Application for the position of Hot Line Operator at ACMS"

1. At ACMS headquarters in Yaounde located at Dragages in the Mballa II neighborhood. Tel/Fax: 222 20 92 24
2. At the Regional Office in Garoua located in the Marouaré neighborhood, behind the great mosque of Poupourè, Tel: 222 27 20 02
3. At the Maroua Liaison Office located in the Dougoï neighborhood, Tel: 655 82 84 84 / 656 20 03 12
4. At the Ngaoundere Liaison Office located in the Administrative neighborhood, Tel: 690 12 46 66 / 693 42 25 57
5. At the Regional Office in Douala located in the Ndogbati neighborhood (Carrefour Agip) next to Maison du cycle, Tel: 333 -41 -11 -12
6. At the Regional Office in Bamenda located at COW STREET-NKWEN Tel: 333 36 20 79 / 691 60 26 98

Note: Deadline for submission of files: Thursday, 31st January 2018

Female applications are strongly encouraged and only shortlisted candidates will be contacted.

ACMS reserves the right to recruit at a lower level or on the basis of a modified job profile.

Yaounde, 20th December 2018

The Executive Director

[Signature]

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