



THE NAIROBI HOSPITAL

CAREER OPPORTUNITY

The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possesses a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2025-2029).

MEDICAL TOURISM OFFICER

REF: TNH/HRD/MTO/05/2025

The overall purpose of this job is to focus and generate new regional and international business opportunities for the hospital by attracting international patients, managing their needs, and coordinating their care. This role would involve marketing the hospital's services, providing pre- and post-treatment support, and ensuring a smooth and positive experience for patients. The role is also to maintain strategic business relationships with existing clients in order to improve market position and contribute to financial growth of the hospital.

KEY DUTIES AND RESPONSIBILITIES

The Officer's key role would focus on attracting international patients, managing their needs, and coordinating their care. This role would involve marketing the hospital's services, providing pre- and post-treatment support, and ensuring a smooth and positive experience for patients.

Specific Roles and Responsibilities are:

- **Patient Recruitment and Marketing:** Develop and implement marketing strategies to attract international patients, potentially targeting specific demographics and healthcare needs.
- **Pre-Treatment Coordination:** Manage initial inquiries, provide information on services and procedures, coordinate travel arrangements, and arrange for necessary pre-treatment consultations and assessments.
- **Patient Support During Treatment:** Serve as a point of contact for patients and their families, providing language translation, logistical support, and cultural orientation.
- **Post-Treatment Care:** Ensure patients have access to necessary follow-up care, provide ongoing support, and track patient outcomes.
- **Relationship Management:** Build and maintain relationships with international referral partners, travel agencies, and healthcare professionals.

- **Operational Efficiency:** Streamline processes for medical tourism, improve patient flow, and ensure compliance with relevant regulations and standards.
- **Performance Monitoring:** Track key performance indicators (KPIs) related to medical tourism, analyze data, and identify areas for improvement.
- Identify and source corporate clients in order to bring on board new business and ensure organic business growth in line with set objectives;
- Identify target market for the hospital's new service offering and inform them of the new and other existing service offerings for the hospital;
- Coordinate and carry out hospital rounds to showcase hospital facilities to new and/or existing clients;
- Conduct relationship management with Consultant doctors/admitting staff and referring doctors
- Schedule and attend meetings with new and existing clients to identify new business opportunities and maintain business relationships;
- Organize value adding services for existing clients including free health talks and medical camps to contribute to customer satisfaction and retention;
- Draft, review and implement medical services agreements for corporate clients in consultation with legal, finance and clinical departments;
- Prepare routine correspondences to corporate clients and dispatch the same accordingly;
- Arrange for credit facilities including renewals and terminations as they fall due as well as maintain an up to date database in line with requirements;
- Conduct awareness sessions for the hospital's staff for sensitization on clients' expectations in line with the clients' contractual obligations; and
- Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

REQUIRED SKILLS AND QUALIFICATIONS:

- **Education:** Bachelor's degree in a Business Studies or related field, such as healthcare management, hospitality, or international relations.
- **Experience:** Proven experience in Medical Tourism healthcare management, international business or customer service.
- **Language Skills:** Proficiency in English and potentially other languages commonly spoken by medical tourists.
- **Communication and Interpersonal Skills:** Excellent communication, interpersonal, and cultural sensitivity skills.
- **Problem-Solving and Analytical Skills:** Ability to identify and resolve issues, analyze data, and make recommendations for improvement.
- **Organizational and Time Management Skills:** Strong organizational skills and ability to manage multiple tasks and priorities.
- **Knowledge of Medical Tourism:** Familiarity with medical tourism trends, best practices, and relevant regulations.

Additional Considerations:

- The role may involve travel to international destinations to promote the hospital's services and build relationships with potential referral partners.
- It's crucial to understand the specific needs and cultural sensitivities of different patient populations.

- Strong negotiation skills may be required when dealing with insurance companies and other stakeholders.
- The ability to adapt to a dynamic and fast-paced environment is essential.

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS REQUIRED

- Bachelor's Degree in Business Studies, or related fields such as healthcare management, hospitality or international relations a recognized University
- Professional qualifications in Marketing/Sales or related area is an added advantage.
- Minimum of 6 years' experience in medical tourism, international marketing or business development in a hospital set up.

COMPETENCIES

Technical & Behavioural competencies

- Ability to identify and bring on board new business opportunities
- Ability to engage at all levels in and outside the organization
- Business acumen
- Planning and organizing skills
- Analytical skills
- Judgment skills
- Relationship management skills
- Problem solving skills
- Ability to think on one's feet – Agility
- Customer service skills
- Communication skills including presentation and facilitation skills
- Team working skills
- Accountability
- Integrity

If your background, experience, and competence match the above specifications, please send your application (cover letter & CV/Resume) quoting the job reference number, testimonials, and full contact details of 3 referees, to reach the undersigned not later than **16th May 2025**. **Only shortlisted candidates** will be contacted. If you do not hear from us within two weeks of the application, please consider your application unsuccessful. Please note that **The Nairobi Hospital does not charge any fees** from applicants at any stage, nor has it engaged a third party to facilitate this hire.

Only online applications will be accepted.

Ag. Head of Human Resources

The Nairobi Hospital

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NAIROBI

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