



INAMA Y'IGIHUGU Y'ABAFOROMOKAZI, ABAFOROMO N'ABABYAZA
NATIONAL COUNCIL OF NURSES AND MIDWIVES
CONSEIL NATIONAL DES INFIRMIERES, DES INFIRMIERS ET DES SAGES FEMMES

JOB ADVERTISEMENT

The National Council of Nurses and Midwives (NCNM) is a regulatory body established by Law № 25/2008 of 25/07/2008. Its principal function is to protect the public from any harm that may result from the practice of a nurse or midwife, by setting standards of education and practice, as well as registering only those who are eligible and competent to practice.

In order to effectively operate and fulfil its obligations, the NCNM is interested in employing dependable and competent candidates to fill the following positions:

1. **Registration and Licensure Officer:** Two (02) positions, report to Director of Registration and Licensure Unit
2. **Customer Care Officer:** One (01) position, report to Director of Administration and Finance Unit

1. Registration and Licensure Officer	<p>Minimum qualification:</p> <p>Bachelor's Degree in Nursing, Midwifery</p> <p>Required Competencies and Key Technical Skills:</p> <ol style="list-style-type: none">1. Report writing and presentation skills;2. Ability to convey ideas clearly and concisely;3. Verbal, non-verbal written skills and digital literacy skills;4. Creative thinking skills and solution-oriented attitude;5. Analytical skills;6. Problem solving skills;7. Decision making skills;8. Time management skills;9. Risk management skills;10. Fluency in Kinyarwanda, English. Fluency in French is an added advantage
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	<p>Duties and Responsibilities:</p> <ol style="list-style-type: none"> 1. Receive applications and manage them accordingly 2. Check and process the client applications 3. Verify thoroughness of completion of applications and documents 4. Check if there is no duplication in application 5. Report directly to supervision 6. Submit finalized details of eligible applicants for registration to the supervisor 7. Contribute to plan for development, improvement and good function of registration 8. Ensure the database up to date 9. Contribute the draft and update of standards and guidance document for registration and licensing 10. Keep up to the date all registration and licensing records and submit monthly reports 11. Collaborate and cooperate with colleagues and workmates of the NCNM 12. Uphold rules and regulations of the NCNM 13. Perform any other tasks assigned by the supervisor.
<p>2. Customer Care Officer</p>	<p>Minimum qualification:</p> <p>Bachelor's Degree in Communication, Journalism, Public Relations, Marketing, Linguistics and Literature</p> <p>Required Competencies and Key Technical Skills:</p> <ol style="list-style-type: none"> 1. Interpersonal skills; 2. Knowledge in Hospitality management; 3. Public speaking skills; 4. Time management skills;

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| | <ol style="list-style-type: none">5. Organizational skills;6. Communication skills;7. Resource management skills;8. Risk management skills;9. Results oriented;10. Decision making skills;11. Fluency in Kinyarwanda, English and/or French. Knowledge of all is an added advantage. |
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Duties and Responsibilities:

1. Receive, welcome customers;
2. Receive and record incoming calls and correspondences and direct them to concerned personnel within the NCNM;
3. Responding promptly to inquiries from nurses and midwives, applicants, members, and the public regarding the services and processes of the regulatory body.
4. Offering guidance and assistance to nurses and midwives seeking registration or renewal of their license to practice
5. Maintaining accurate and up-to-date records of all customer interactions, complaints, inquiries, and transactions
6. Assisting with reports related to customer care, service issues, or feedback.
7. Following up on resolved complaints to ensure customer satisfaction and continuous improvement in services.
8. Collaborating with other departments, such as the registration, compliance, legal, or training teams, to resolve issues and provide efficient service to customers.
9. Sharing insights and feedback from customers with the relevant internal teams to help improve services or processes.
10. Monitoring customer service metrics and ensuring that customer

	<p>care standards are consistently met.</p> <p>11. Identifying opportunities for improving service delivery and customer satisfaction.</p> <p>12. Make a follow up on the status of dossiers oriented to various personnel, follow up on complaints by service seekers;</p> <p>13. Prepare periodical reports of incoming and outgoing correspondences;</p> <p>14. Ensuring aftercare services by addressing clients' questions by discussing with them and find better ways to handle their issues</p> <p>15. Perform any other activity deemed necessary by the supervisor</p>
HOW TO APPLY	<p>Interested candidates should submit their signed application letter, updated curriculum vitae, academic credentials and any other relevant documents, in one PDF document, not later than 12th May 2025 before midnight (local time).</p> <p>The application letter shall be addressed to the “Registrar of the National Council of Nurses and Midwives (NCNM)” via recruitment@ncnm.rw</p>

Kigali, 29th April 2025



KAGABO Innocent
NCNM Registrar

