



Zambia Medicines and Medical Supplies Agency

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EMPLOYMENT OPPORTUNITY

Zambia Medicines and Medical Supplies Agency is a statutory government agency established by the ZAMMSA Act No. 9 of 2019. It is charged broadly with three major responsibilities which include:

- Procurement of medicines and medical supplies
- Storage of medicines and medical supplies
- Distribution of medicines and medical supplies to all public health facilities in Zambia.

The Vision of ZAMMSA is to be a world-class supply chain of essential medicines and medical supplies for a healthy and productive Nation.

To enhance our services, we are seeking to employ for the following positions:

1. MANAGER – CUSTOMER SERVICE (01)

Main Job Purpose

To manage the Agency's Customer Service function and liaise with stakeholders in the public health sector to attain customer satisfaction.

Main Responsibilities:

- Manages periodically the development, implementation, and review of policies to ensure adherence to standards.
- Manages efficiently, the resolution of customer complaints, queries and monitors information through Profiling Complaints and Queries to attain customer satisfaction.
- Ensures capture of all data on customer complaints and queries from customers and ensures maintenance of the database.

Vision: *A world-class supply chain of essential medicines and medical supplies for a healthy and productive Nation.*

Mission: *To Procure, Store and distribute quality and cost effective medicines and medical supplies to all Zambians*

- Manages effectively, the receipt, review, and processing of orders for medicines and medical supplies from health facilities to ensure the accurate picking, packing, staging, loading and distribution.
- Effectively manages liaison with stakeholders regarding reports or feedback to promote and sustain exemplary customer service.
- Manages, timely, preparation of the departmental budget to facilitate timely acquisition of resources and implementation of programmes.
- Manages effectively, the monitoring and evaluation of the implementation of the programmes to assess the impact on service delivery and provide appropriate interventions.
- Manages timely, the preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Manages effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.
- Manages effectively, human and other material resources in order to facilitate achievement of departmental objectives.

1. Communications skills.

i. Written Skills

- Able to write strategic, operational, and analytical papers.

ii. Oral Skills

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Tact and Diplomacy
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate

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- A minimum of bachelor's degree in Pharmacy, Public Health, Logistics or equivalent.
- Must be a member of a relevant professional body.
- Minimum of 6 years' relevant work experience in a similar role
- Experience in the Pharmaceutical Supply Chain sector will be an added advantage

2. MANAGER – INBOUND LOGISTICS (01)

Main Job Purpose

To manage the recording, verification and receipt of medicines and medical supplies to ensure accountability and compliance.

Main Responsibilities:

- Manages periodically the development, implementation, and review of policies to ensure adherence to standards.
- Manages efficiently, the recording, verification and receipt of medicines and medical supplies to ensure that all pharmaceutical products meet the legally mandatory requirements.
- Manages timely, the capturing of all verified products onto the system and to ensure that all received products quantity details are entered into the receiving tally sheet to ensure accountability.
- Facilitates efficiently, the sampling of all pharmaceutical products in consultation with the Quality Assurance and the prompt release of products from the quarantine that have passed Quality Control to ensure smooth operations of the Agency.
- To submit reports on the monthly basis regarding receipts, rejected item and damaged and damaged items.
- Manages timely, the preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Manages effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.
- Manages effectively, human, and other material resources to facilitate achievement of departmental objectives.

1. Communications skills.

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- i. **Written Skills**
 - Able to write strategic, operational, and analytical papers.
- ii. **Oral Skills**
 - Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Results-oriented
- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- A minimum of bachelor's degree in pharmacy, Public Health, Logistics or Equivalent qualification.
- Must be a member of a relevant professional body.
- Minimum of 6 years' relevant work experience in a similar role
- Experience in a Pharmaceutical Supply Chain sector will be an added advantage

3. MANAGER – OUTBOUND LOGISTICS (01)

Main Job Purpose

To manage the receipt, review, and processing of orders for medicines and medical supplies from health facilities to ensure the accurate picking, packing, staging, and loading of medicines and medical supplies to fulfil orders and facilitate distribution.

Main Responsibilities:

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- Manages periodically, the development, implementation, and review of policies to ensure adherence to standards.
- Manages efficiently the picking and assembling of all generated according to ZAMMSA's delivery schedule to fulfil orders and facilitate distribution.
- Effectively manages the packing and marshalling all scheduled assembled orders according to ZAMMSA's delivery schedule to fulfil orders and facilitate distribution.
- Manages timely loading and dispatch of scheduled trucks to fulfil orders and facilitate distribution.
- Manages effectively, the monitoring and evaluation of the implementation of the programmes to assess the impact on service delivery and provide appropriate interventions.
- Manages timely, the preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Manages effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.
- Manages effectively, human, and other material resources to facilitate achievement of departmental objectives.

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ii. Oral Skills

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
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3. Staff Management

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- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- A minimum of bachelor's degree in pharmacy, Public Health, Logistics or Equivalent qualification.
- Must be a member of a relevant professional body.
- Minimum of 6 years' relevant work experience in a similar role
- Experience in a Pharmaceutical Supply Chain sector will be an added advantage

4. MANAGER – INTERNAL AUDIT (01)

Main Job Purpose

To manage and supervise Internal Audit activities to enhance and protect ZAMMSA's values by providing the Agency with objective and reasonable assurance on governance and internal control.

Main Responsibilities:

- Manages and supervises effectively, the formulation, review and implementation of internal audit and risk management policies, regulations, and guidelines to provide a framework for assessing the effectiveness of the control environment.
- Manages and supervises effectively, the review of compliance to legislation, Policies, and regulations to recommend appropriate interventions.
- Manages and supervises timely, internal audit activities to provide reasonable assurance on the effectiveness on internal controls and recommend appropriate interventions.
- Manages and supervises timely, preparation of the annual departmental budget and work plans to implementation of programs and meet the Agency's objectives.
- Manages and supervises timely development of individual work plans and implementation of the Performance Management System (PMS) to monitor, evaluate and enhance performance.
- Manages and supervises effectively, human, financial, and other resources to facilitate achievement of departmental objectives.

1. Communications skills.

i. Written Skills

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- Able to write strategic, operational, and analytical papers.

ii. **Oral Skills**

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Tact and Diplomacy
- Results-oriented
- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Degree in Accountancy, Full ACCA/CIMA or Chartered Accountancy or its equivalent
- Member of the Institute of Internal Auditors.
- Member of the Zambia Institute of Chartered Accountants.
- Minimum of 6 years' relevant work experience in a similar role

5. MANAGER – RISK MANAGEMENT (01)

Main Job Purpose

To manage the risk management functions to enhance and protect ZAMMSA values by providing the Agency with risk-based, objective, and reasonable assurance on governance and risk management.

Main Responsibilities:

- Manages and supervises effectively, the formulation, review and implementation of risk management policies, regulations, and guidelines to provide a framework for assessing the effectiveness of the control environment.

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- Manages and supervises effectively, the adherence to legislation, policies, and regulations to ensure compliance.
- Manages and supervises effectively, the risk management process in liaison with functional heads to develop a framework and methodology for identifying, assessing, and mitigating risks in order profile the Agency Risks and facilitate informed decision making.
- Manages and supervises timely, preparation of the annual departmental budget and work plans to implementation of programs and meet the Agency's objectives.
- Manages and supervises timely, development of individual work plans to ensure achievement of set targets.
- Manages and supervises timely, stakeholder engagement to facilitate an effective enterprise-wide risk management approach.

1. Communications skills.

i. **Written Skills**

- Able to write strategic, operational, and analytical papers.

ii. **Oral Skills**

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
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3. Staff Management

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- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Degree in Accountancy, Full ACCA/CIMA or Chartered Accountancy or its equivalent

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- Member of the Institute of Internal Auditors.
- Member of the Zambia Institute of Chartered Accountants.
- Minimum of 6 years' relevant work experience in a similar role

6. MANAGER – SUPPLY PLANNING (03)

Main Job Purpose

To manage and supervise the forecasting and quantification for medicines and medical supplies to respond to national commodity needs and facilitate procurement planning.

Main Responsibilities:

- Manages and supervises periodically the development, implementation, and review of policies to ensure adherence to standards.
- Manages and effectively supervises the forecasts and quantification need of medicines and medical supplies to facilitate informed procurement planning and procurements.
- Manages and effectively supervises the planning of medicines and medical supplies to respond to national needs.
- Manages and supervises timely preparation of the departmental budget to facilitate timely acquisition of resources and implementation of programmes.
- Manages and effectively supervises the monitoring and evaluation of the implementation of the programs to assess the impact on service delivery and provide appropriate.
- Manages and supervises timely, the preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Manages and supervises effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.

1. Communications skills.

i. Written Skills

- Able to write strategic, operational, and analytical papers.

ii. Oral Skills

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

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- Tact and Diplomacy
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- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Bachelor's degree in pharmacy, Biomedical Science, Public Health, Logistics or Equivalent qualification in Pharmaceutical Supply Chain is an added advantage.
- Must be a member of a relevant professional body.
- Minimum of 6 years' relevant work experience in a similar role

7. SECURITY MANAGER – SOUTHERN REGION (01)

Main Job Purpose

To manage the provision of security services of the Agency to safeguard the Agency's medicines, medical supplies, equipment, assets/property and employees in order to ensure safety.

Main Responsibilities:

- Manages periodically, the development and implementation of policies, protocols, and procedures to ensure adherence to security standards and regulations.
- Effectively manages the provision of security services of medicines, medical supplies, and equipment to prevent theft and pilferage.
- Effectively manages the provision of security services of assets and property to prevent theft and pilferage and vandalism.

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- Effectively manages the provision of security services of all Agency vehicles to prevent theft and pilferage of stock in transit and lives on board.
- Manages timely responses to emergencies and incidences to counter potential and actual security breaches and implements remedial measures.
- Manages security surveillance to collect intelligence information to facilitate informed decision making.
- Manages and coordinates timely preparation of the departmental budget and work plan to facilitate implementation of programs.
- Manages effectively, the monitoring and evaluation of the implementation of programs to measure performance against set targets and assess the impact on service delivery.
- Manages timely, preparation of departmental, quarterly and Agency's annual reports to facilitate informed decision making.
- Manages effectively, the development of individual work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.
- Manages effectively human, financial, and other resources, to facilitate achievement of departmental objectives.

1. Communications skills.

i. Written Skills

- Able to write strategic, operational, and analytical papers.

ii. Oral Skills

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Tact and Diplomacy
- Results-oriented
- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

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4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Bachelor's degree in security studies, Law, Criminology or equivalent
- Minimum of 6 years' relevant work experience in a similar role

8. SENIOR OFFICER – SUPPLY PLANNING (3)

Main Job Purpose

To supervise and undertake the forecasting and quantification for medicines and medical supplies to respond to national commodity needs and facilitate procurement planning.

Main Responsibilities:

- Supervises and undertakes periodically the development, implementation, and review of policies to ensure adherence to standards.
- Supervises and effectively undertakes the forecasts and quantification need of medicines and medical supplies to facilitate informed procurement planning and procurements.
- Supervises and effectively undertakes the planning of medicines and medical supplies to respond to national needs.
- Supervises and undertakes timely preparation of the departmental budget to facilitate timely acquisition of resources and implementation of programmes.
- Supervises and undertakes effectively, the monitoring and evaluation of the implementation of the programs to assess the impact on service delivery and provide appropriate.
- Supervises and undertakes timely preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Supervises and undertakes effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.

1. Communications skills.

i. Written Skills

- Able to write strategic, operational, and analytical papers.

ii. Oral Skills

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- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Tact and Diplomacy
- Results-oriented
- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate.
- Bachelor's degree in pharmacy, Biomedical Science, Public Health, Logistics or Equivalent qualification in Pharmaceutical Supply Chain is an added advantage.
- Must be a member of a relevant professional body.
- Minimum of 4 years' relevant work experience in a similar role.

9. MANAGER – ICT (01)

Main Job Purpose

To manage the provision of ICT services to facilitate the effective and efficient operation of the Agency.

Main Responsibilities:

- Manages and regularly supervises the design, installation, monitoring, troubleshooting, and upgrading of networks, and security programs to facilitate smooth operation of ICT infrastructure and ensure data integrity.
- Manages and effectively supervises the acquisition, configuration, installation, and maintenance of Server Infrastructure to facilitate availability of e-services and applications.

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- Manages and supervises the availability of disaster recovery infrastructure and procedures to guarantee business continuity.
- Manages and supervises timely servicing, repair and rehabilitation of ICT infrastructure and assets to prolong life span of the equipment and facilitate replacement.
- Manages and effectively supervises the design, development, acquisition, and management of application systems to promote innovations and efficient service delivery.
- Manages and supervises effectively design, development, acquisition, and management of database systems to ensure highest levels of data security, integrity, and availability.
- Manages and supervises efficiently the provision of ICT Technical support to facilitate smooth running of business.
- Manages and effectively supervises the development and implementation of service level agreements with ICT providers to ensure quality ICT services.
- Manages and effectively supervises the development and maintenance of institutional web applications to facilitate transactions and access to information.
- Manages and supervises undertakes timely implementation of performance management systems to monitor and evaluate performance.
- Manages and effectively supervises the human, financial and other resources to attain the objectives of the department.

1. Communications skills.

- i. **Written Skills**
 - Able to write strategic, operational, and analytical papers.
- ii. **Oral Skills**
 - Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership, Managerial and team building skills.
- Interpersonal skills
- Integrity and Confidentiality
- Tact and Diplomacy
- Results-oriented
- Approachable
- Analytical

3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.

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- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Bachelor's degree in computer science or Equivalent
- Minimum of 6 years' relevant work experience in a similar role

10. SENIOR OFFICER – ICT DATABASE ADMINISTRATION (01) & ICT SECURITY (01)

Main Job Purpose

To manage the provision of ICT Services to facilitate the effective and efficient operation of the Agency.

Main Responsibilities:

- Supervises and regularly undertakes the design, installation, monitoring, troubleshooting, and upgrading of networks, and security programs to facilitate smooth operation of ICT infrastructure and ensure data integrity.
- Supervises and effectively undertakes the acquisition, configuration, installation, and maintenance of Server Infrastructure to facilitate availability of e-services and applications.
- Supervises and undertakes the availability of disaster recovery infrastructure and procedures to guarantee business continuity.
- Supervises and undertakes timely servicing, repair and rehabilitation of ICT infrastructure and assets to prolong life span of the equipment and facilitate replacement.
- Supervises and effectively undertakes the design, development, acquisition, and management of application systems to promote innovations and efficient service delivery.
- Supervises and undertakes effective design, development, acquisition, and management of database systems to ensure the highest levels of data security, integrity, and availability.
- Supervises and undertakes efficiently the provision of ICT Technical support to facilitate smooth running of business.
- Supervises and effectively undertakes the development and implementation of service level agreements with ICT providers to ensure quality ICT services.
- Supervises and effectively undertakes the development and maintenance of institutional web applications to facilitate transactions and access to information.

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- undertakes timely implementation of performance management systems to monitor and evaluate performance.
- Effectively supervises the human, financial and other resources in order to attain the objectives of the department.

1. Communications skills.

i. **Written Skills**

- Able to write strategic, operational, and analytical papers.

ii. **Oral Skills**

- Able to communicate fluently in English.

2. Other Skills / Attributes required.

- Leadership, Managerial and team building skills.
- Interpersonal skills
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3. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
- Ensures delegation is conducted properly that each service allocation is adequately managed, staffed, and resourced.

4. Academic qualification and work experience required.

- Full Grade 12 School Certificate
- Bachelor's degree in computer science or Equivalent
- Minimum of 4 years' relevant work experience in a similar role

11. SUPPLY PLANNING OFFICER (1)

Main Job Purpose

To undertake the forecasting and quantification for medicines and medical supplies to respond to national commodity needs and facilitate procurement planning.

Main Responsibilities:

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- Undertakes periodically the development, implementation, and review of policies to ensure adherence to standards.
- Effectively undertakes the forecasts and quantification need of medicines and medical supplies to facilitate informed procurement planning and procurements.
- Effectively undertakes the planning of medicines and medical supplies to respond to national needs.
- Undertakes timely preparation of the departmental budget to facilitate timely acquisition of resources and implementation of programmes.
- Undertakes effectively, the monitoring and evaluation of the implementation of the programs to assess the impact on service delivery and provide appropriate.
- Undertakes timely preparation of departmental, quarterly, and annual reports to facilitate informed decision-making.
- Undertakes effectively, the development of work plans and implementation of the Performance Management System (PMS) to monitor and evaluate performance.

5. Communications skills.

iii. Written Skills

- Able to write strategic, operational, and analytical papers.

iv. Oral Skills

- Able to communicate fluently in English.

6. Other Skills / Attributes required.

- Leadership and team building skills.
- Integrity
- Tact and Diplomacy
- Results-oriented
- Metrics-driven leader Computer skills
- Analytical skills
- Interpersonal skills

7. Staff Management

- Supervises, coaches, motivates, trains/develops, disciplines, and appraises performance of staff to ensure staff engagement and optimum performance.
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8. Academic qualification and work experience required.

- Full Grade 12 School Certificate.

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- Bachelor's degree in pharmacy, Biomedical Science, Public Health, Logistics or Equivalent qualification in Pharmaceutical Supply Chain is an added advantage.
- Must be a member of a relevant professional body.
- Minimum of 2 years' relevant work experience in a similar role.

If you fit any of the above profile, please complete the application process by clicking on the link below not later than **Friday, 1st March 2024**.

https://docs.google.com/forms/d/e/1FAIpQLSdlTPVWkxc4yOGDNHTOijnQ8ziLtxKbc430R4TJxPfbsSICRQ/viewform?usp=pp_url



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