



The Lilongwe Institute of Orthopaedics and Neurosurgery (LION) is a semi-autonomous, not-for-profit institution managed by the LION Trust. LION functions as the orthopaedic and neurosurgical department of Kamuzu Central Hospital and provides both public and paying services in trauma, orthopaedics, and neurosurgery. The Institute's goal is to reduce the high burden of disability and its economic impact on individuals, families, and communities in Malawi.

LION Trust invites applications from suitably qualified and experienced individuals to fill the position of:

Client Relationship Manager

- **Contract Period:** Two (2) years, subject to extension
- **Reporting to:** Medical Director

Job Summary

The Client Relationship Manager (CRM) is responsible for managing client and patient relationships within the hospital. As the first point of contact for paying patients, the CRM is charged with providing excellent client relationship services and promoting a customer-focused culture throughout the hospital. The role aims to ensure efficient delivery of paying services in line with LION's financial sustainability objectives.

Key Duties and Responsibilities

The Client Relationship Manager shall perform the following duties, among others:

- Ensure outstanding client relations at all times
- Maintain a friendly, cheerful, and courteous demeanor
- Courteously and accurately respond to patient and client inquiries
- Supervise daily shifts for Client Relationship Assistants and ensure adherence to standard operating procedures
- Train, direct, coach, and counsel Client Relationship Assistants and other involved staff to ensure quality service delivery

- Ensure proper delegation of duties to assistants
- Resolve patient and client complaints promptly and efficiently in line with patient safety and complaint policies
- Build strong working relationships and liaise with all departments, particularly paying sections
- Operate EPABX equipment
- Supervise front desk operations to ensure optimal service and hospitality
- Ensure safety by following security procedures and reporting suspicious activities to management
- Adhere to hospital credit limit and floor limit policies
- Liaise with medical insurance schemes to ensure adequate patient coverage
- Cross-check and verify accuracy of all bills
- Assist paying departments in servicing patients
- Perform duties of Client Relationship Assistants when required
- Carry out any other duties as assigned by management

Qualifications and Experience

- Bachelor's Degree in Business Administration, Hospitality Management, or an equivalent qualification
- Minimum of three (3) years' relevant experience in a similar supervisory role within hospitality, service industries, or private medical services
- Proven leadership ability, attention to detail, and strong commitment to client relationship excellence

Skills and Abilities

- Strong interpersonal skills
- Good listening skills
- Good reporting skills
- Excellent communication skills
- Computer literacy
- Fluency in English and Chichewa

Personal Attributes

- Friendly and approachable
- Kind and compassionate
- Self-disciplined with good self-control
- Proactive and self-motivated

Method of Application

Interested candidates should **send their applications** to:

The Human Resources Director

LION Trust,
P.O. Box 31653,
Lilongwe,

Email: recruitment@lion.mw

Deadline for receiving applications: February 27, 2026

Only shortlisted candidates will be acknowledged