

INTERNAL JOB ADVERT

Zambia Sugar Plc. is an ABF Sugar Company is the leading Sugar producer in Zambia. Its main activities are the growing of sugar cane, the production and marketing of sugar and other sugar downstream products.

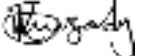
The company invites applications from suitably qualified and experienced persons to fill the following positions in the Estate Support Services Department.

1. PHARMACY SERVICES IN-CHARGE (D1) x 1 – PERMANENT

This position will be reporting to the Chief Medical Officer. The successful candidate will be responsible for the following:

Key Responsibilities

- Ensure the smooth and efficient operation of the pharmacy, aligning with regulatory requirements and organisational goals.
- Lead and manage pharmacy team
- Dispense drugs (medicines) to patients following good dispensing practices (e.g., the 5 “rights” to medication)
- Develop and implement strategies to optimize pharmacy services, inventory management, and stakeholder relationships.
- Collaborate with external stakeholders (e.g., ZAMRA, HPCZ) to enhance pharmacy operations
- Enhance drug compliance and safety by providing relevant information, education and communication (IEC) to medical staff and patients concerning drug indications, contraindications, side effects and interactions.
- Ensure accurate and updated documentation concerning all supplies ordered, received and dispensed for audit purposes and future reference.
- Analyze data and make informed decisions to drive pharmacy growth, quality improvement and risk mitigation.
- Monitor the supply of all medicines used in the hospital including procurement, receiving, storage, dispensing and inventory control as per ABF Sugar protocols.
- Perform routine inventory verification and expiration monitoring


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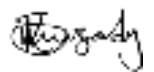
- Provide support to the Inventory Manager for quarterly pharmacy inventory stock takes under the guidance of the Chief Medical Officer encompassing preparation, organisation and team coordination
- Update stock cards with pharmaceutical movements for audit and reference purposes
- Ensure good storage practices to maintain pharmaceutical potency, packaging integrity, and minimize losses due to pilferage, expiry and theft.
- Ensure proper inventory control of pharmaceuticals obtained from the partnership arrangements with the Ministry of Health to avoid stock outs.
- Prepare annual reports and budgets based on previous patterns with consideration for anticipated changes.
- Reduce on expired and obsolete stocks at less than 5% of annual budget.
- Monitor trends in order to provide insight for future decisions and improvements.
- Coordinate and manage pharmacy team schedules, compliance to SOPs, engagement in CMEs to enhance operational efficiency.
- Minimise medicine/medical supplies losses through expiry by following the standard drug management procedures of first-in-first-out (FIFO) and first-expiry-first out.
- Maintain records for controlled substances (Dangerous Drugs) and disposal/removal of expired and damaged drugs (medicines) from the pharmacy inventory.
- Dispense pharmaceuticals using pharmaceutical 5 rights framework.
- Prepare medication by reviewing and interpreting prescription orders and detecting therapeutic incompatibilities.
- Dispense medications by compounding, packaging, and labelling medicines.
- Perform annual planning and budgeting for medicines and medical supplies.
- Develop hospital staff's pharmacological knowledge by participating in clinical programs and in service training of pharmacy staff and other clinicians.
- Provide relevant information, education, and communication (IEC) to medical staff and patients concerning drug indications, contraindications, side effects and interactions.
- Liaise with and proactively develop relationships with a multidisciplinary team (clinicians, nurses, etc.) and act as the main point of contact for medicines and medical supplies.
- Ensure and monitor the consistent availability of pharmaceuticals at the hospital and all satellite clinics using good inventory management practices.

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- Ensure timely delivery of ordered pharmaceuticals to the hospital and all satellite clinics to ensure consistent adequate supplies.
- Distribute monthly or emergency pharmaceuticals to the hospital and all the clinics on time
- Audit suppliers bi-annually to ensure regulatory requirements are met.

Qualifications and Experience

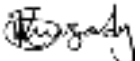
- Full grade 12 Certificate.
- Diploma in Pharmaceutical Technology
- Preferably 3 years relevant work experience
- Full registration and valid practicing license with the Health Professions Council of Zambia
- Basic Computer Literacy
- Excellent interpersonal and communication skills, good temperaments.
- Managing pharmacy related process
- Knowledge of pharmaceutical legislation and regulations.
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

2. LABORATORY SERVICES IN-CHARGE (D1) x 1 – PERMANENT

This position will be reporting to the Medical Officer. The successful candidate will be responsible for the following:

Key Responsibilities

- Oversee laboratory services at both Zambia Sugar Hospital and all peripheral clinics
- Lead and coordinate the laboratory team
- Leads and oversees a variety of tests, analyses, or laboratory activities involving chemical, biochemical and biological samples and specimens.
- Provide adequate laboratory sample collection, processing and issuing of accurate results
- Ensure relevant medical laboratory legislation and regulatory standards, systems, processes and requirements are met.
- Interface with the primary and occupational health care
- Promote cross-functional and stakeholder engagement & teamwork


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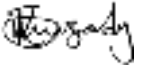
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- Model Leadership behaviors, collaborating, partnering and communicating effectively within and between teams and support functions
- Promote a culture of consistently assessing risks and drive continuous improvement
- Liaise with Medical Team in establishing and maintaining the Laboratory test menu
- Develop and manage all laboratory documents e.g., SOPs, job aids
- Liaise with Medical Team on equipment and reagents to be purchased
- Plan, forecast and budget for laboratory consumables, reagents and equipment
- Provide input to procurement to facilitate sourcing of laboratory consumables, reagents and equipment
- Prepare lab duty Rota, facilitate engagement part-time lab technologists.
- Monitor laboratory inventory to prevent stock outs and expiries and ensure the lab stock is stored under optimum conditions
- Facilitate supply of rapid test kits to peripheral clinics
- Monitor the laboratory budget to ensure expenditure is within budget
- Liaise with vendors to ensure timely routine service maintenance and repair of laboratory equipment
- Collect, process, and handle blood or other biological specimens according to established procedures for lab analysis; instruct patients on the proper collection of samples.
- Perform a variety of clinical laboratory tests in the areas of hematology, microbiology (TB tests), immunology, clinical chemistry, and urinalysis, as assigned.
- Conduct quantitative and qualitative chemical analyses of body fluids such as blood, urine, and spinal fluid; perform blood counts using microscope.
- Conduct blood tests for transfusion purposes; may draw blood from patient's finger or vein observing principles of asepsis to obtain blood samples.
- Develop and maintain cell or tissue cultures for testing purposes, as appropriate; isolate and identify specimens, using advanced laboratory techniques.
- Perform quality control on test results, ensuring validity and accuracy, and interpret result for physicians
- Perform calibration and troubleshooting on testing systems and instruments to ensure adherence to established standards of accuracy.
- Operate laboratory equipment, recognize malfunction & deviation from expected results, troubleshoot, and take action to maintain accuracy.


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- Set up, maintain, clean, and perform routine maintenance on laboratory equipment, and inventories and orders and maintains required supplies.
- Keep records and reports on results according to established procedures.
- Practice safety, environmental, and infection control methods.
- Store and retrieve laboratory equipment and chemicals
- Log data from medical tests and enter results into patients' medical records.

Qualifications and Experience

- Full grade 12 Certificate.
- Diploma in Biomedical Sciences. Degree in Biomedical Sciences added advantage.
- Preferably 2-3 years of working experience in a similar role
- Registered with Health Professions Council of Zambia
- Knowledge of related accreditation and certification requirements
- Basic computer literacy
- Driver's license is an advantage
- Knowledge of laboratory information systems
- Ability to maintain quality, safety and infection control standards
- Records of maintenance skills
- Ability to draw intravenous and peripheral blood
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

3. OCCUPATIONAL HEALTH NURSE (C4) x 2 – PERMANENT

This position will be reporting to the Nursing Officer. The successful candidate will be responsible for the following:

Key Responsibilities

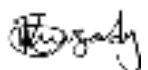
- Practice Occupational Health Nursing within a team of professionals that includes, but is not limited to the Ergonomist, Hygienist, Occupational Medical Practitioner, Human Resources, Employee Assistant Programme (EAP) Practitioners, Line Managers and SHERQ.
- Ensure relevant Occupational Health legislation and regulatory standards, systems, processes and requirements are met.

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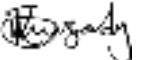
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- Promote cross-functional and stakeholder engagement & teamwork
- Model Leadership behaviors, collaborating, partnering and communicating effectively within and between teams and support functions
- Promote a culture of consistently assessing risks and drive continuous improvement
- Manage employee healthcare needs in the occupational health environment within the scope of professional ethical norms.
- Conduct all statutory pre-employment, periodic and exit medical exams and prepare fitness for work certificates
- Ensure that employees are physically and mentally able to undertake the work for which they are being employed for.
- Manage prevention, diagnosis, treatment and rehabilitation of work-related illnesses and injury within the business
- Assess and monitor clinical interventions to ensure optimum safety for employees with high-risk medical conditions.
- Identify the need for Employee Assistance Program (EAP) for the following health related issues: HIV, STI, alcoholism, substance abuse, chronic diseases, psychosocial conditions, shift work, violence and executive health management.
- Perform specific screening tests and other identified examinations for the identification of potential occupational diseases and injuries, including but not limited to, audiometry, spirometer, vision screening and biological monitoring.
- Maintain confidentiality in matters related to employees, family and medical facility staff.
- Promote health education on disease prevention, healthy lifestyle choices and hazards in the workplace including training on the use of PPE (hearing protective devices)
- Execution of the necessary health risk management and medical surveillance activities, assessing and recommending appropriate mitigating measures
- Compile Occupational Risk Exposure Profiles (OREP) at pre-employment, periodic and exit levels of interventions using information gathered during the risk assessments.
- Participate in the formal and informal auditing of occupational health services in respect of quality, closing out of gaps and corrective actions, responsiveness to issues, management of medical records, and ensuring data capture is done to the required standard.
- Participate in Health and Safety audits, investigations and meetings (monthly site and Group Safety meetings)
- Ensure adequate follow-up of all Injury on Duty (IOD) cases.



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- Attend to referrals from Line managers, SHERQ or HR on sick leave absence, work-related ill health, or stress and respond to them in a timely manner
- Participate in on-site emergency response drills and exercises organised by the SHERQ team.
- Perform regular interactive Gemba Walks in the workplace to get insights into common occupational health and safety hazards and employee behaviours.
- Ensure that all Occupational Health equipment is calibrated and serviced as recommended
- Adequately manage all resourced allocated to the Occupational Health (Human Resources, equipment, and consumables)
- Perform regular (monthly) inspections of first aid boxes in the workplace to ensure that they contain the prescribed minimum contents. Co-ordinate refresher training of first aiders
- Ensure a continuous supply and availability of supplies, equipment, and consumables regarding medical screenings.
- Elaborate monthly Occupational Health reports including Injuries on Duty and other related Occupational Health indicators.
- Manage and coordinate sharing of identified best practices, frameworks and minimum standards
- Maintain competence and appropriate certifications required to conduct occupational health testing.

Qualifications and Experience

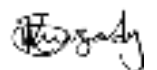
- Full grade 12 Certificate.
- Registered Nursing Diploma
- Certification in Occupational Health
- Certification in Audiometry and Spirometry is an advantage
- Preferably 3 years of working experience in a similar occupational health environment
- Registered with the Nursing and Midwifery Council of Zambia (NMCZ)
- Emergency Care / Trauma experience will be an advantage
- Knowledge of Occupational Health and Safety legislation
- Client service skills, active listening skills, sensitivity and understanding, pay attention to detail
- Good verbal and written communication skills
- Knowledge of environmental and health hazards within the workplace

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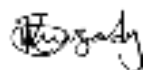
- Basic computer skills
- Driver's license
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

4. REGISTERED NURSE - MIDWIFE (C3) x 8 – PERMANENT

This position will be reporting to the Nursing Officer. The successful candidate will be responsible for the following:

Key Responsibilities

- Contribute to delivering a range of nursing, clinical and public/community health services that aim to promote health and enhance the quality of patient care services.
- Provide optimal nursing care to inpatients and outpatients
- Triage, emergency and critical care
- Collaborate with other medical staff to provide comprehensive patient care
- Bedside nursing care
- Counselling/ Information, Education and Communication (IEC) to relevant clients
- Maternal Child Health service provision (pregnancy, childbirth & postnatal)
- Conducting Employee and Community Wellness Programmes
- Ensure patient safety and optimal well-being through recommended best practice
- Stewardship of the environment patients are exposed to in the wards and outpatient department.
- Maintain Inventory and drug supplies on the wards and in the clinics
- Triage patients accessing care at the facility
- Provide nursing care to both inpatients and outpatients
- Conduct nursing procedures such as phlebotomy, IV cannula insertion, catheterization, wound dressing, oral and parenteral drug administration
- Collaborate with the medical team for patient care
- Provide basic bedside care
- Document care interventions and patients' condition.



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- Provide counselling, information, education and communication (IEC) to clients where necessary
- Conduct antenatal assessments, monitoring foetal well-being and manage complications as they arise in line with midwifery best practice.
- Manage the intrapartum period, including conducting deliveries, managing pain and providing emotional support to parents
- Conduct postnatal assessments, monitor new-borns for signs of distress, and provide support and education to new parents
- Conduct Maternal Child Health (MCH) activities e.g., immunizations
- Participate in community health promotion activities
- Adhere to the infection prevention and control (IPC) standard operating procedures including autoclaving/sterilizing of instruments and good housekeeping
- Maintain inventory and order supplies. Making sure supplies are properly organized, accounted for and restocked on time to ensure the medical team has all the resources they need to provide quality patient care
- Accompany critically ill patients transported in the ambulance to referral health facilities
- Patient case management (i.e., consultation, prescribing and dispensing of medication), where appropriate and in line with stipulated country regulations

Qualifications and Experience

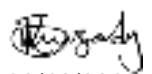
- Full grade 12 Certificate.
- Registered Nursing Diploma
- Advanced Diploma in Midwifery
- Valid practicing license from the Nursing and Midwifery Council of Zambia (NMCZ)
- Preferably 5 years relevant work experience
- Basic computer proficiency/literacy
- Clinical skills and knowledge of best practice in nursing and midwifery care
- Excellent interpersonal and community skills, team leadership qualities, good communications skills, good temperaments.
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

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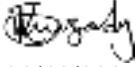

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5. RECEPTIONIST CLERK (B4) x 1 – PERMANENT

This position will be reporting to the Medical Services Administrator. The successful candidate will be responsible for the following:

Key Responsibilities

- Manage and provide proactive, confidential and professional administrative support to patients for appointments and walk ins.
- Support billing by ensuring accuracy in out-patient and in-patient data capture.
- Maintain system for storage and archive of patient records.
- Promotes a culture of ethical care of patients and continuous improvement
- Complete clerical duties including answering phones, responding to emails, scheduling appointments and processing patient admission and discharge records.
- Create, maintain, duplicate, track, match, and purge patient medical records and files in accordance with established procedures.
- Support the Chief Medical Officer and Medical Officer in responding to requests for medical records and processing letters and reports.
- Distribute patient medical records to the appropriate departments of the hospital
- Maintain discharged patient records filing system in an accessible manner for prompt retrieval of records
- Responsible for data entry and opening of patient medical files/folders
- Schedule and book medical referral appointments to external medical services providers and make necessary arrangements for transportation and payment guarantees.
- Scan and digitize paper records into electronic health record systems.
- Ensure employees acknowledge receipt of services documented on the invoices.
- Allocate correct cost codes (ACKs) to the invoices and ensure they are authorized by the Chief Medical Officer.
- Maintain patient accounts using an automated billing system that uses codes to facilitate reimbursement from creditors such as medical aid schemes, national health insurance (NHI), contractors, etc.
- Inform and collect, where applicable, shortfall expenses from medical aid scheme members before treatment is rendered.


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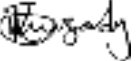
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- Liaise and verify with the medical team, patients or other responsible people as necessary to ensure accuracy of hospital charges against established rates for diagnosis, treatment, services and supplies.
- Receive and match invoices from external medical service providers to referrals made.
- Complete and verify medical aid, NHI or inhouse medical benefits eligibility and obtain any necessary pre-authorizations before patients can access hospital care services
- Prepare monthly analysis of the creditors' list and provide feedback to the Medical Services Administrator on all long outstanding amounts on the creditors age analysis
- Ensure daily billing of inpatients' ward fees, including meals and ambulance fees
- Assist hospital staff, patients and their families/visitors, providing information and directions.
- Maintain a safe, clean and welcoming patient waiting area at all times.
- Maintain patient confidentiality
- Treat all patients with dignity and respect
- Re-order office supplies and replenish stock to maintain an adequate inventory of supplies and ensure timely receipt of supplies.

Qualifications and Experience

- Full grade 12 Certificate.
- Certificate in Records Management
- Relevant Diploma or Certificate (AAT, Diploma in Commerce, Bookkeeping etc.)
- Preferably 1-2 years' experience as a Creditors' Clerk
- Customer Services
- Proficiency with the use of Microsoft Office
- Experience with using Accounting Systems
- Working knowledge of SAP
- Experience with medical insurance, familiarity with ICD medical coding, knowledge of medical authorisation procedures
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong numeracy, organization and planning skills
- Excellent time management skills and ability to multi-task and prioritize work.


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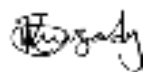
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

6. OUTPATIENTS CLERK (B4) x 2 – PERMANENT

This position will be reporting to the Medical Services Administrator. The successful candidate will be responsible for the following:

Key Responsibilities

- Invoicing, collection of outstanding patient accounts and maintaining customer accounts
- Supports Medical Services Administration through efficient communication related to benefits queries, sick leave and in-hospital status
- Maintain system for storage and archive of patient records.
- Promotes a culture of ethical care of patients and continuous improvement
- Complete clerical duties including answering phones, scheduling appointments, responding to emails, and processing patient admission and discharge records.
- Create, maintain, duplicate, track, match, and purge patient medical records and files in accordance with established procedures.
- Support the CMO and medical officer in responding to requests for medical records and processing letters and reports.
- Distribute patient medical records to the appropriate departments of the hospital.
- Maintain discharged patient records filing system in an accessible manner for prompt retrieval of records.
- Schedule and book medical referral appointments to external health care providers and make necessary arrangements for transportation and payment guarantees.
- Scan and digitize paper records into electronic health record systems.
- Compile and reconcile reports on daily patient transactions.
- Use computer applications or other automated systems to process business transactions such as initiating transport vouchers for referred patients, processing digital and cash transactions, issuing receipts, preparing bank deposits, general ledger postings and statements.
- Maintain patient accounts using an automated billing system that uses codes to facilitate reimbursement from debtors such as medical aid schemes, national health insurance (NHI), contractors, etc.



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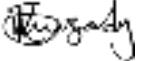
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- Inform and collect, where applicable, shortfall expenses from medical aid scheme members before treatment is rendered
- Liaise and verify with the medical team, patients, or other responsible people as necessary to ensure accuracy of hospital charges against established rates for diagnosis, treatment, services, and supplies.
- Submit claims to a variety of payment sources including medical aid, NHI, in-house health care scheme, and other third-party reimbursors (contractors). Ensure that all medical aid or health insurance claims are submitted within the regulated time frame (no later three months)
- Ensure that all claims' rejections are promptly dealt with in the regulated time frame (no later than three months)
- Hand over unpaid accounts to the Medical Services Administrator for further collection in line with the business unit's policy on such accounts.
- Accurately record the collection status and relevant collection notes for each account on the system or provided spreadsheet for management reporting purposes.
- Collect medical and patient data such as diagnosis, treatment, proof of eligibility, and health care insurance (medical aid, NHI, in-house health care scheme) verification.
- Maintain communication with patients and third-party payers until accounts are paid.
- Maintain a safe, clean, and welcoming patient waiting area, at all times.
- Assist hospital staff, patients, and their families/visitors, providing information and directions.
- Re-order office supplies and replenish stock to maintain an adequate inventory of supplies and ensure timely receipt of supplies.

Qualifications and Experience

- Full grade 12 Certificate.
- Certificate in Records Management
- Relevant Diploma or Certificate (AAT, Diploma in Commerce, Bookkeeping etc.)
- Preferably 1-2 years' experience as a Debtors' Clerk
- Customer Service
- Proficiency with the use of Microsoft Office
- Experience with using Accounting Systems
- Working knowledge of SAP


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- Experience with medical insurance, familiarity with ICD medical coding, knowledge of medical authorisation procedures.
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong numeracy, organization and planning skills
- Excellent time management skills and ability to multi-task and prioritize work
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

7. AMBULANCE DRIVER (B3) x 1 – PERMANENT

This position will be reporting to the Medical Services Administrator. The successful candidate will be responsible for the following:

Key Responsibilities

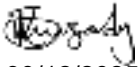
- Safely operate ambulances in both emergency and non-emergency situations.
- Transport patients, medical staff, and equipment to designated locations.
- Maintain cleanliness, sanitation, and readiness of the ambulance always.
- Conduct routine checks on vehicle systems (fuel, oil, brakes, tires, lights, other ambulance gadgets).
- Follow traffic laws and emergency driving protocols
- Complete trip logs, mileage reports, and incident documentation.
- Provide compassionate support and reassurance to patients during transport.
- Distribution of drugs and laboratory supplies to the peripheral clinics.
- Collection of consumables from stores and essential drugs from, Lusaka, the district health office, and the province.
- To ensure that safety protocols for the driver and passengers, such as seatbelt usage, speed limits, or emergency procedures during transit are strictly adhered to.
- Replenishing of the First Aid Box.
- To report faults or any car breakdown to transport section immediately as per laid down procedure.
- To conduct any other work-related administrative activities as assigned by authorizing line manager.

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ABFSUGAR

Qualifications and Experience

- Full grade 12 Certificate.
- Valid driver's license with a class C and above.
- Certification in defensive or emergency driving.
- Preferably 3 years' driving experience
- Basic knowledge of first aid and CPR.
- Ability to remain calm under pressure and respond quickly in emergencies.
- Strong communication skill.
- Ability to work as team.
- Physical ability to assist with patient lifting and movement.
- Suitably qualified applicants must provide certificates verified by Zambia Qualifications Authority (ZAQA).

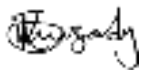
Should you be interested in applying for this role, please submit your detailed CV, copies of relevant qualifications, registrations and ID/Passport for the attention of HR Business Partner
Email: careers@zamsugar.zm indicating “**Application – Job title being applied for**” in the subject line.

All internal employees are required to complete the Internal Application Form and obtain relevant signatures when applying for vacancies.

Closing date for applications is 9th January 2026.

Applicants shall be required to complete pre-employment checks (qualification, credit, security, background, and medical assessments) as part of the recruitment process where applicable.

Should you not hear from us within 4 weeks after the closing date, please accept that your application was unsuccessful.


30/12/2025

HEAD OFFICE

Nakambala Estate, P.O. Box 670240, Mazabuka, Zambia

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