



EMPLOYMENT OPPORTUNITY

Position: Call Centre Executive (x2)

Expected appointment date: Immediately

Division: Medical Insurance

Department: Business Development – Business Retention

Location: DAR ES SALAAM

Main tasks:

- Attending all incoming calls in a timely manner as per standards set by the Company.
- Attend queries, requests and complaints and resolve or channel them to respective departments or personnel where necessary.
- Making follow up of reported matters to ensure they are closed.
- Making necessary system logs and data entry.
- Reporting any irregularities on system performance.
- Attending tp approval requests in a timely manner.
- Providing general information to providers and members/clients as per the guidance from supervisors.
- Preparing and providing reports as required by supervisors.

General Performance Standards:

- Ability to work with minimum supervision.
- Maintaining a positive and friendly attitude to all customers (external and internal).
- Assist in other areas of operations as requested by Management.
- Flexibility of working on shift basis at all times including weekends and public holidays.
- Attending other duties assigned by supervisors.

Education including specialized training:

- Diploma or Advanced Diploma in clinical medicine or other fields.
- Computer Literate.
- Customer Service/telephone Certificate.
- COP Certificate will be an added advantage.

Working Experience:

- Minimum two years' experience, working in hospital environment, Call Centre or related jobs requiring interactions with people.

Other attributes:

This role requires an execution oriented individual with:

- Fluent in English and Swahili Languages.
- Good communication skills.
- Good interpersonal skills.
- Good presentation skills.
- Assertiveness and self-drive.
- Honesty, reliability and dependability.
- Sound analytical skills.
- Speed and Accuracy.
- Ability to work under pressure and manage time efficiently.
- Ability to solve problems and make decisions effectively.

- Enthusiastic.
- Adaptability.
- Positive attitude.
- Team player.
- Proficient in Micro Office Certified Programs: Micro Office Word, Microsoft Office Excel, Microsoft Office Access, Microsoft Office Power Point, Microsoft Office Outlook and Office Publisher.

Mode of Application:

All applications should have names of three official referees with their contact details. Applications accompanied by professionally prepared CVs, copies of all supporting documents along with a recent passport size photograph should be submitted not later than 18th of January 2024 to the following address.

Head of Human Resource and Administration

Strategis Insurance Tanzania Limited

P. O. Box 7893 Dar es Salaam, Tanzania

E-mail: hr@strategis.co.tz

Or delivered to:

Strategis Insurance Tanzania Limited

1st Floor, Masaki Ikon Building Plot no. 1520, Bains Avenue Masaki, Msasani

Peninsular

Note: Only shortlisted candidates will be contacted.

To apply for this job email your details to hr@strategis.co.tz