

# WE'RE HIRING

## Customer Service Executive

### Responsibilities:

- Manage large amounts of incoming phone calls & emails.
- Generate & Channel sales leads.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customers through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools and manuals.
- Meet personal/customer service team sale call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution and closure.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines, and policies.
- Take the extra mile to engage customers.

### Skills and Experience:

- Proven customer support experience or experience as a Client Service Representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Knowledge of Information Communication Technologies & Trends
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- High school Diploma

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**Location:** Dar es salaam  
**Apply before:** 5th April 2024

**If interested, kindly send  
your cv to [hr@airpay.tz](mailto:hr@airpay.tz)**

why not! | kwanini isiwe!

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