



JOB ADVERTISEMENT

BACKGROUND

UMATI, established in 1959, a member of the International Planned Parenthood Federation (IPPF), is a leading non-profit Association providing Sexual and Reproductive Health and Rights (SRHR) Information and services in Tanzania. The Association has a long history of leadership in SRH programs in the country including pioneering in SRH and Family planning (FP) services, SRHR programs for young people, integrated clinics, and Community-based service delivery approaches. Accredited by IPPF In 2019 UMATI is governed by a well-established volunteer structure.

UMATI envisages a healthy Tanzanian society where all people, especially the young, exercise their rights to, and enjoy quality sexual and reproductive health, information, and services and have the confidence and capacities to make a meaningful contribution to sustainable livelihoods. To meet this vision, UMATI is dedicated to improving the quality of life of all people, particularly the young through its programs, targeting youth aged from 10 to 24 years.

UMATI believes in and advocates for the right to an informed choice for all and strives to ensure that the community has access to information and high-quality SRH services. With its national coverage, providing services in urban and rural communities, UMATI has a network of Clinics, Youth Centers, and a large number of about 500 Community-Based Service Providers (CHWs and PEs) and close working relationships with the Government, Development partners, NGOs, and the Communities.

As an Equal Opportunity Employer embracing the value of diversity in the workplace, UMATI wishes to recruit qualified and experienced candidates to fill the following vacant positions;

JOB POSITION: Call Center Agent (4 Positions)

Work Type: Full Time

Years of Experience: 1 year

Location: Dar es Salaam

District: Temeke

Job Purpose:

Working closely with the IT Officer and National Youth Coordinator, the Call Center Agents will have primary responsibility for operating the call center by receiving and responding to inquiries regarding the issues they face, and services they demand that are related to Sexual and Reproductive Health, Gender-based violence, and the like. This position is volunteer-based and the organization will offer a subsistence allowance to candidates with the spirit of volunteerism.

Duties and Responsibilities:

- Answer incoming calls from clients
- Management and resolve client's complaints
- Provide sexual reproductive health counselling and information to clients.
- Identify and escalate issues to supervisors or services providers
- Research, identify, and resolve client's complaints using applicable software
- Route calls to appropriate resources
- Document all call information according to standard operating procedures

- Recognize, document, and alert the management team of trends in customer calls
- Preparation and sharing of the Daily reports from the CRM software.
- Follow up clients calls where necessary

REQUIREMENTS:

- Must be fluent in Swahili and English.
- Must be a resident of Temeke, Dar es Salaam
- Clients Focus, clients Service,
- Data Entry Skills,
- Listening, Phone Skills, Verbal Communication,
- Building Relationships, People Skills,
- Interpersonal Understanding,
- Problem Solving,

QUALIFICATIONS:

- Minimum Diploma Level in public health (nursing, clinical management, etc.), Gender, community development, social studies, etc.
- Fluent in Swahili & English (writing & speaking)
- Sharp Mind & Quick Learner
- Flexible to Shift Work
- Smart Team Worker
- Experience in Tele sales is an added advantage

APPLICATION INSTRUCTIONS:

Interested eligible candidates are invited to send their application to the Executive Director via applications@umati.or.tz

Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience and present two reliable referees including names, addresses, telephone/mobile numbers, and email accounts.

All applications should be addressed to the address below not later than 31st March 2024 23:59hours.

Only shortlisted candidates will be contacted.