

Equity for Tanzania Limited (EFTA)

P.O. Box 7293, Moshi, Tanzania

Tel: +255 (0) 27 27 54696 Email: info@efta.co.tz



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EFTA VACANCY – CALL CENTER OFFICER

Branch: HQ DAR

Department: Operations

Position: Call Center Officer

Deadline: 28th June 2024.

Reporting to: Sales and Marketing Manager.

EFTA Overview:

EFTA is a fast-growing finance company with a distinctive focus on small enterprises and farmer groups unable to finance their growth from conventional banks. We offer finance exclusively for equipment.

The major difference is that because this equipment gives us security, we do not require any collateral from our customers, which means that we are really pushing the boundaries of who we can lend to. In principle, we can finance the most durable equipment, and our financing to date has covered a broad range of industries including but not limited to agriculture equipment, Transportation, Construction equipment, printing machines and medical labs, etc.

Job Summary:

The Call Center Officer will be responsible for handling customer inquiries, providing information about company products and services, resolving customer complaints, and processing orders. The incumbent should exhibit excellent communication, customer service, attention to detail, and problem-solving abilities.

Key Responsibilities:

1. Handle inbound and outbound customer calls and chats using the company's scripts, ensuring customer needs are met promptly and accurately.
2. Manage customer complaints and provide an immediate resolution to customer concerns, while adhering to customer service guidelines.
3. Provide customized product and service information to customers based on their needs and interests.
4. Follow up with customers on pending orders, confirm order details and delivery timelines with them.
5. Maintain accurate customer records by logging interactions and updating customer databases.
6. Collaborate with team members to improve team performance by sharing knowledge and insights.

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7. Any other duties assigned to you by line manager.

Key Performance Indicators (KPIs):

1. Call Quality - Maintain a minimum resolution rate of 90%.
2. Average Handling Time (AHT) - Maintain an average handling time of 4 minutes per call.
3. First Call Resolution (FCR) - Achieve an FCR rate of 80% or more.
4. Customer Satisfaction - Ensure a customer satisfaction rating of at least 90%.
5. Order Processing - Process at least 10 orders per day with accuracy and efficiency.
6. Attendance and Punctuality - Maintain an attendance and punctuality rate of at least 95%.

Qualifications:

1. High school diploma or equivalent
2. A minimum of 1 year of experience in a call center or customer service role.
3. Excellent communication skills, both written and spoken.
4. Ability to multitask, prioritize, and manage time effectively.
5. Good problem-solving and conflict-resolution abilities.
6. Familiarity with computer software and call center equipment.

How to apply:

For all interested candidates kindly visit our website: www.efta.co.tz for applications.

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INTERNAL AUDITOR OFFICER: JOB DESCRIPTION.

Job Title:	Internal Auditor officer.
Reporting to:	Head of Internal Audit.
Department:	Internal Audit Department.
Location:	Head Office, Dar Es Salaam.

Section I – JOB DESCRIPTION

PURPOSE OF POSITION

The incumbent will assist the Head of Internal Audit to make sure the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

The incumbent will be responsible for ensuring the audit findings are closed within the deadline time by making follow ups to the goal owners.

The incumbent is responsible for conducting the impact evaluation on the customers and recommending improvements.

MAJOR RESPONSIBILITIES

List statements describing the final results of this position and method of accomplishments, and how results/performance are reviewed and measured. Begin with the most important accountabilities.

% Time	Major Activities	End Results Expected
Planning (10%)	Participate in developing and preparing the Annual Audit Plan that outlines the activities to be	Annual Plan is prepared and submitted to Head of Internal Audit.



	<p>undertaken by the Internal Audit Department during the year.</p> <p>Develop Audit Engagement Plan</p>	<p>Audit Engagement Plan is approved by Head of Internal Audit.</p>
<p>Audit (50%)</p>	<ul style="list-style-type: none"> - Perform Audit work in accordance with the approved internal audit plan and professional standards. - Carry out the procedures outlined in the internal audit plan under the supervision of supervisor. - Carry out independent assessment of the application and compliance with the established company policies, procedures and regulations. - Review, appraise and advise accordingly the soundness, adequacy and efficiency of accounting, financial, business operations process, MIS, HR and other internal controls and detect irregularities and illegal acts. - Perform operational reviews and appraisals on the cost effectiveness and efficiency with which company resources are employed in all EFTA business processes. - Review and advise degree of compliance of EFTA business to its internal policy and procedures. - Perform audit of the EFTA assets to ascertain that they are properly recorded and safeguarded from theft, fraud, and misappropriation. - Perform audits of the EFTA's liabilities and ascertain that they are accurate and genuine. - Provide investigative services, as the need arises, and if possible, recommend changes on policies and procedures arising from the case(s) investigated in order to strengthen EFTA's control management system. - Carry out sampling tests for examination. - Perform client visits during audit. 	<p>Number of recommendations provided</p> <p>Number of critical audit issues resulting in changes in the policies, procedures, instructions etc. of EFTA.</p> <p>Number and timeliness of audit reports generated.</p> <p>Work paper standards are met.</p> <p>Investigations are attended promptly.</p>



	<ul style="list-style-type: none"> - Clarify all audit findings with auditees during the process of audit fieldwork to minimize discussion time in the exit conference. - Ensure all working papers are completed and in order – initials, cross-references, date, work descriptions, clearance. - Write summary of audit results and conduct the exit discussion with the auditees. - Publish reports within the standards set. - Assist in the execution of the external audit as well as examinations which will be conducted by the Bank of Tanzania. 	
<p>Follow ups of the Audit Findings 20%</p>	<ul style="list-style-type: none"> - Make sure the internal audit findings are closed on time by making close follow ups to the goal owners. - Make sure the external audit findings are closed on time by making close follow ups to the goal owner of the findings. - Make sure the Bank of Tanzania examination findings are closed within a time by making a follow up to the responsible person. 	<p>Number of open audit findings are reduced quarterly by more than 75%.</p> <p>Audit findings are closed within the specified deadline time.</p>
<p>Reporting (15%)</p>	<ul style="list-style-type: none"> - Participate in the preparation of the BARC papers and assigned work for the preparation of the BARC papers should be submitted within three days after assigned with the works. - Internal audit report for branches and head office departments are submitted within seven days after internal audit engagement is completed. - Submission of the audit follow ups for internal audit reports, BoT examination, and external audit report. - Discuss the results of the audit with the respective unit/branch/department managers and advises on appropriate actions to improve conditions. 	<p>Number of reports prepared per year.</p> <p>Number of recommendations made.</p> <p>Number of audit reports published on time.</p> <p>At a minimum, quarterly update on status of implementation of audit recommendations.</p>

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	- Maintains adequate records of reports submitted and monitors whether actions to rectify the reported findings acknowledged are undertaken promptly.	
5%	Other duties as assigned.	Accomplish them as predetermined.

Minimum education, training and experience requirements to qualify for the position:

University degree in accounting, finance or business administration
Computer skills, Microsoft office applications
Must have good oral and written communication skills

Preferred Skills, Knowledge and Experience:

List academic, technical skills or other knowledge preferred for this position.

<ul style="list-style-type: none">- Risk Management Skills- Problem-Solving Skills- Accounting Experience- Project management skills- Product Knowledge- Regulatory Knowledge- Communication Skills- Data Analytics,- Leadership Skills.
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Work Environment:

Include *travel and work environment* details.

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The position requires ability and willingness to travel within the country up to 70% of the time.

How to apply:

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Open Vacancy: Investment Officer

Branch: Moshi

Department: Operations

Position: Investment Officer -IO

Deadline: 26th June 2024.

Company Details:

EFTA is a reputable award-winning equipment finance company based in Tanzania with numerous branches across the country, dedicated to helping SMEs and farmers grow.

Purpose of role:

The Investment Officer will be directly responsible for handling EFTA customers, including attracting new customers, appraising applications for loans, and monitoring customers who have received loans.

Job Description

Day to day responsibilities:

Pre-application:

- Identify potential customers in target markets and explain the EFTA product to them.
- Support the Branch Manager to deliver pre-application seminars to potential applicants.
- Provide on-going advice to people preparing applications.

Application processing:

- Conduct full appraisals of applications, including business viability and the applicant's reliability. This will include customer site visits, discussions with current or potential customers and suppliers, personal reference checks, working capital checks, and basic financial analysis.
- Conduct ESG (environmental, social and governance) assessment of applicants.
- Make recommendations to the Branch Manager of which investments should be progressed.
- For investments agreed with the Branch Manager, prepare investment proposals for the local Credit Committee, using a standard format.
- Participate in vetting process for equipment suppliers, e.g. performing site visits.

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Post-application:

- Take lead responsibility for a portfolio of EFTA customers, monitoring these investments on an on-going basis including reminder phone-calls and regular visits to the customers' business sites.
- Make recommendations to the Branch Manager regarding loan restructuring and/or write off decisions for these customers.
- Identify any ESG issues within your portfolio and ensure customers are aware of labour laws.
- Coordinate with training team to identify customers' skills training needs and ensure proper follow-up for any training received. This could also include helping to coordinate customer networking events.
- Maintain detailed records on EFTA's software system.

Candidate Specification

Experience:

- i. Candidates fresh from school are highly encouraged to apply.
- ii. Valid driving License

Education Level:

- i. Must have a bachelor's degree from a reputable university.
- iii. Skills required: Ms Office, Communication, Analytic, Sales and Marketing, and Problem solving.
- iv. Knowledge of: Mathematics, Business Appraisal and SME Financing.

How to apply:

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