



CAREER WITH BRAC TANZANIA FINANCE LIMITED.

BRAC TANZANIA FINANCE LIMITED (BTFL) is the largest Microfinance organization in Tanzania with a mission to responsibly provide a range of financial services to people at the bottom of the pyramid. We particularly focus on women living in poverty in rural and hard-to-reach areas to create self-employment opportunities, build financial resilience, and harness women's entrepreneurial spirit by empowering them economically.

BRAC Tanzania Finance LTD is seeking applications from competent, dynamic, and self-motivated individual to fill up the following position.

Position (2): Customer Service Officer

Job Location: CHO, DSM.

Job responsibilities:

1. Respond quickly to complaints, answer questions and solve simple problems
2. Record complaints in the database/ register
3. Refer to Product Development Manager for more serious issues
4. Follow up on clients to ensure proper complaints resolution and customer satisfaction
5. Ensure field staff are trained to collect, record, resolve complaints and update feedback register regularly
6. Collect and compile all complaints from the field level
7. Update the database/register when a complaint is resolved
8. Create and maintain reports about customer feedback
9. Analyze complaint trend and prepare periodic reports/presentation for management in all meetings
10. Train field staff to handle complaints (e.g. The importance of client complaints in improving client relations and mitigating risks such as client exit)
11. informs clients about their right to complain and how to submit a complaint to the appropriate person.
12. Ensure best practices in rendering services to customers
13. Occasionally attend group meetings or visit individual clients at their business premises, both scheduled and impromptu visits to check for and resolve client complaints
14. Report and escalate unresolved issues to management as needed.
15. Coordinate internal resources and third parties/vendors for the flawless execution of customer-related issues.
16. Attend conferences and training as required to maintain proficiency.

Safeguarding Responsibilities:

1. Ensure the safety of staff members from any harm, abuse, neglect, harassment, and exploitation to achieve the organization's goals on safeguarding implementation. Act as a key source of support, guidance, and expertise on safeguarding for establishing a safe working environment.
2. Practice, promote, and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.
3. Follow the safeguarding reporting procedure in case any reportable incident takes place, encourage others to do so.



Required Qualifications and Experience:

1. Must be a bachelor's degree holder from a recognized institution.
2. At least 2 years of progressive working experience, in a Microfinance operation
3. Strong experience in delivering quality services to diverse customer groups i.e. Illiterate groups
4. Excellent communication skills (Oral and written)
5. A high degree of emotional intelligence based on past experiences or formal training
6. Outgoing, Social, proactive and with strong eagerness to teach
7. Excellent analytical and problem-solving skills
8. Computer Literacy & presentation skills. Proficient in Ms. Word, Excel, PPT and Visio
9. Strong adherence to time

How to apply:

If you feel you are the right match for the above-mentioned position, please apply by sending your CV and cover letter through email to: recruitment.tanzania@brac.net with a subject "**Customer Service Officer**".

Application deadline is 20.07. 2024

Only shortlisted candidates will be contacted.

BRAC Tanzania is an equal opportunity employer and is against all forms of Exploitation, discrimination, and harassment at workplace