



JOB TITLE: Head of Customer Service

EX25008E1 Dar es Salaam, Dar es Salaam, Tanzania, United Republic of

The Head of Customer Service at DHL Express is responsible for designing, developing, and executing customer service initiatives and strategies that ensure service excellence and best-in-class service delivery. This role supports the country's business imperatives and aligns with DHL's global and regional strategies. The Head of Customer Service will lead a team to enhance customer satisfaction, drive revenue opportunities, and ensure compliance with operational standards. The position requires strong leadership, excellent customer contact center management skills, and a commitment to continuous improvement.

Key Responsibilities

Customer Service Management:

- Lead initiatives to improve customer service satisfaction and enhance customer loyalty.
- Manage the Customer Service function to achieve all Key Performance Indicators (KPI) targets.
- Act as the primary contact for escalated customer issues and serious shipment-related incidents.

Stakeholder Collaboration:

- Collaborate with internal departments (e.g., Sales, Key Accounts, and IT) to drive customer loyalty and improve service delivery.

- Develop and implement strategies for service recovery and customer engagement.

Operational Excellence:

- Ensure day-to-day operations comply with the Centre of Excellence (COE) standards.
- Initiate continuous improvement processes through audits and analysis of service incidents and complaints.

Revenue Generation:

- Identify opportunities for cross-selling and upselling value-added services.
- Promote the use of Electronic Shipping Solution (ESS) tools to maximize revenue.

People Management:

- Build and maintain a high-performance service culture within the Customer Service Department.
- Develop KPIs for team members, conduct performance reviews, and identify training needs.

Project Development:

- Devise new projects and initiatives in collaboration with regional offices to enhance customer service experiences.
- Coordinate legal cases arising from shipment-related incidents and claims.

Technology Utilization:

- Leverage technology to reduce operational costs and improve efficiency by redefining or eliminating redundant processes.

Employee Satisfaction:

- Monitor employee satisfaction and manage staff turnover.
- Foster employee development and succession planning within the department.

Experience:

- Minimum of 10 years in the service industry, with at least 5 years in operations management within a customer service/contact center environment.
- Proven experience in sales or marketing, customer relationship management, project management, and people management.

Education:

- Degree in Customer Service Management or equivalent (optional).

This role is pivotal in ensuring DHL Express maintains its reputation for exceptional customer service while driving business growth and operational efficiency.

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