



Career with BRAC Tanzania Finance LTD

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.

Customer Relations Officer

The role strengthens client engagement and satisfaction by ensuring timely Digital and Financial Literacy (DFL) training and promoting awareness of product and process updates. It facilitates effective communication for resolving client complaints and supports digital troubleshooting to enhance client experience.

Job Responsibilities:

- Deliver Digital & Financial Literacy (DFL) training to microfinance groups and support clients in adopting digital repayment and disbursement solutions.
- Raise client awareness on product and process updates and assist Branch Managers in conducting pre-disbursement orientations (PDOs).
- Facilitate strategic engagement activities to build rapport and address misconceptions.
- Conduct transition surveys to assess client readiness and eligibility for transitioning to Microfinance services.
- Support client retention efforts by following up with dropout clients, documenting dropout reasons, and implementing retention actions.
- Assist Branch Managers in receiving, recording, and resolving client complaints while ensuring timely feedback through approved channels.
- Maintain and update complaints registers, escalating critical issues and client feedback to relevant teams for timely action.
- Provide day-to-day client support, including digital troubleshooting, escalation of field challenges, and facilitation of Digital & Financial Literacy (DFL) sessions.
- Develop and submit accurate weekly and monthly field progress reports on all (Digital & Financial Literacy) DFL activities and transition-related engagements.
- Collaborate closely with branch teams and cross-functional departments to ensure smooth operations, policy compliance, and continued support for VSLAs post-closure.

Safeguarding responsibilities

- Read, understand, practice, promote and endorse the issues of safeguarding policy among team members and ensure the implementation of safeguarding standards in every course of action.
- Follow the safeguarding reporting procedure in case any reportable incident takes place, encourage others to do so.

Required Qualifications and Experience:

- Bachelor's degree or diploma in Business Administration, Social Sciences, Governance & Leadership, Organizational Development, Finance, Economics, Statistics, Marketing/Sales, or related fields.
- Minimum 2 years' experience in the development sector, customer service, or community training—working with marginalized communities in programs such as microfinance, livelihoods, food security, or women's empowerment; plus at least 6 months of training experience in rural or urban settings.
- Understanding financial literacy concepts such as budgeting, saving, debt management, problem-solving, and basic intervention strategies.

- Demonstrated ability to facilitate group sessions, especially in digital or financial literacy (preferred).
- Prior experience using digital delivery channels, financial solutions, and mobile payment platforms; must be tech-savvy, own an Android phone, and be ready to use digital data-collection tools.
- Strong communication skills and the ability to maintain confidentiality when handling sensitive or client-related information.
- Strong organizational and time-management abilities, including maintaining attendance records and managing multiple tasks.
- Ability to work well within teams and effectively manage and control large groups during training or community activities.

Employment type: Temporary

Job Location: Across Tanzania

If you feel you are the right match for the above-mentioned position, please follow the application instructions accordingly:

Email your CV and cover letter, mentioning the job title (Customer Relations Officer) and your region of interest in the subject line at recruitment.tanzania@brac.co.tz

Example: *Customer Relations Officer – Mbeya*

Only complete applications will be accepted and short-listed candidates will be contacted:

Application deadline: 06th December 2025

BRAC is committed to safeguarding children, young people and adults, and expects all employees and volunteers to share the same commitment. We believe every stakeholder and every member of the communities we work with has the right to be protected from all forms of harm, abuse, neglect, harassment, and exploitation - regardless of age, race, religion, gender, status as an individual with a disability or ethnic origin. Therefore, our recruitment policy and procedure include extensive background checks and disclosure of criminal records to fully ensure safeguarding.

BRAC is an equal opportunities employer