



At Airtel Africa, we act with passion, energy, and a can-do attitude. Innovation with an entrepreneurial spirit drive us. If you like "ordinary", then we are not for you.

We champion diversity. We anticipate, adapt, and deliver solutions that enrich the lives of communities we serve. we roll up our sleeves to win with our customers.

By choosing Airtel, you choose to be part of a winning team. All this in addition to a brilliant opportunity to build a career in your field of expertise, across our different operating companies in Africa.

Airtel Africa is proud to be an equal opportunity employer and remain fully committed to diversity and inclusion in the workplace.

1. JOB TITLE: Service Recovery Officer

DEADLINE: 12/01/2026, 14:17

Tanzania, United Republic of

JOB DESCRIPTION

RESPONSIBILITIES

Request and Complaint Resolution

- Timely resolution to all customer complaints and requests hence increase on call resolution and reduce the number of referrals to the back office

- Implement a monitoring and review framework to track performance on complaint management
- Introduce a process that highlights top critical unresolved complaints and requests (cases outside SLA)
- Coordinate with query resolution & complaint unit and all process owners to conduct root-cause analysis for identified unresolved queries
- Proactively ensuring close looping is done after any such activity
- Create an effective service recovery and quality of resolution
- Conduct periodic reviews of all service level agreements to identify possible process improvements

Online Resolutions

- Ensure timely responses and resolution is done for all cases raised through Helpdesk Email

Username Management

- Implement a monitoring and review framework for users created at call center (New, Attired, Deleted, Modified)
- Manage system user creation/deletion/modification as per the approved forms

Regulatory Compliance

- Ensure all regulatory norms are compiled to, and there is no exposure to the organisation in regard to any penalty or backlash from the regulator.

RACE and Waiver adjustment compliance

- All incidents reported/raised by RACE are responded timely
- Ensure waiver and manual adjustments are done as per the approved DOA
- Preparing summary of cases for approval and ensure signed off is done as per the approved DOA

CX System monitoring

- Monitor downtimes of all systems and applications used by the call Centre and proactively engage respective system/application owners to ensure above 99% uptime and thus secure positive customer experience
- Inform communication manager on any system/application downtime for onward communication to stakeholders
- Ensure there is a daily tracker on all daily downtimes along with reason

Complaint management

- RCA on top call triggers relating to GSM & Airtel Money services.

Cases logged at SV

- Ensuring daily monitoring of all cases logged in SV are close within SLA

QUALIFICATIONS

Educational Qualifications & Functional/Technical Skills

- Diploma /Advanced diploma in Business Administration, Marketing or Equivalent
- Advanced MS Excel, Access, Word and PowerPoint experience.

Relevant Experience (Type of experience and minimum number of years)

- Ability to analyze business requirements, design and implement solutions
- Excellent knowledge in customer requirements and behavior
- Able to work under Pressure and tight deadlines
- IT literacy
- Excellent in English and Swahili

Other requirements (Behavioral etc.)

- Able to handle, prioritize, multiple projects simultaneously
- Able to operate in a performance driven organization
- Excellent with MS Office products
- Business awareness, strong analytical skills and problem-solving skills, excellent negotiating skills, high personal standards and goal oriented, excellent interpersonal skills
- Good knowledge of customer service, customer service performance standards, procedures and practice
- Knowledge on Airtel products and services

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2. JOB TITLE: Solution Specialist

DEADLINE: 12/01/2026, 14:17

Tanzania, United Republic of

JOB DESCRIPTION

RESPONSIBILITIES

Pre-Sales

- Provide presales design support for fixed data networks, business mobility, and value-added solutions for new and existing customers seeking Airtel Business Africa Solutions, aiding the sales process
- Support sales by positioning project management and service management services to customers to facilitate progression or closure of Airtel Business Africa Solutions deals

- Collaborate with the sales team to identify potential customers and understand their specific business needs and challenges
- Support connectivity gross Adds and overall enterprise revenue growth by identifying and developing opportunities for both new and existing customers
- Maintain a high level of technical expertise in all Airtel Business products, services, and solution sets, including:
 - Fixed data networks (Fiber, microwave, satellite) and business mobility solutions for enterprise and wholesale customers
 - NaaS/SDWAN, security, cloud, communication and collaboration platforms
 - Service management.

SLA Management

- Perform the role of project manager for each sales deal ensuring the customer's product is delivered efficiently and timely
- Ensure the agreed upon KPIs for the customer's solution are met
- Hold the service implementation and maintenance teams accountable for customer service satisfaction
- Keep track of Enterprise circuits and database including Technical and commercial details
- Ensure adequate forecasting of enterprise order by monitoring sales pipeline and providing inputs to demand plan for enterprise network materials
- Provide post-sales support to customers, including technical troubleshooting and customer training, ensuring their satisfaction with the product or service

Customer Requirement Analysis

- Consistent delivery of quality service to new and existing customers ensuring customer satisfaction ratings are met or exceeded
- Craft compelling presentations and product demonstrations, showcasing how Airtel solutions can deliver value and solve customer problems
- Maintain a thorough understanding of the external tools that are required in conjunction with internal tools, systems, and processes to develop quality / approved technical proposals to customers
- Ability to interface with customers as required in support of internal sales, operational personnel, or established third party relationships.
- Soliciting and logging client feedback and evaluating the data to create new sales and marketing strategies to target customers

Process Management & Documentation

- Ensure proper technical business records are kept and updated routinely
- Maintain and develop the required knowledge and skills by attending relevant training courses, meetings, and workshops
- Growth of quality reusable documentation in the Bid Management Repository in support of proposal development efficiency gains
- Contribution to the Knowledge Management - Bid Management Repository

QUALIFICATIONS

Educational Qualifications & Functional/Technical Skills

- Must have:
 - Bachelor's degree in electrical engineering, Telecommunications Engineering, Computer Engineering, or equivalent qualification in Information Technology
 - Previous experience in Pre-sales, Solution architect, or any other similar role

Other (Added advantage)

- Professional certification in either Networking, Cloud, Security or relevant area
- PMP certification (or equivalent for project management)
- Sales Process Knowledge (B2B) training
- Communication & Presentation Skills training
- Stakeholder Management training
- Project & Time Management training
- Commercial Awareness training
- Collaboration and Teamwork training

Required Experience Skills critical to the role

- 3-5 years' experience as solutions specialist from Telecommunications industry
- Strong technical background and ability to understand complex technical concepts and effectively communicate them to both technical and non-technical audiences. Engage and partner with customer at a detailed technical level. Deliver high value, project management services as appropriate
- Demonstrable experience in presenting technical products and services to customers, providing expert advice, and troubleshooting customer queries
- Strong problem-solving and analytical skills, with the ability to identify customer needs and propose innovative solutions
- Self-motivated and target driven
- Ability to work independently and collaboratively within a team.

Behavioral Requirements

- Proactive
- Decisive
- Adaptable to change
- Integrity
- Detail Conscious
- Self-motivation and drive
- Assertive
- Extremely organized and efficient on time management
- High on result orientations
- High leadership capabilities

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