

EMPLOYMENT OPPORTUNITY



- **Position :** Customer Service Manager
- **Division :** Customer Service and Business Retention
- **Expected appointment date:** Immediate
- **Location:** Dar es Salaam



Job Purpose

Responsible for leading and developing the customer service team to deliver exceptional customer experiences. This role oversees daily service operations, sets performance standards, resolves escalated issues, and drives continuous improvement to enhance customer satisfaction, loyalty, and retention.

Education Including specialized training

- Advanced Diploma or Bachelor Degree of Insurance/Marketing/Business Administration
- Customer Service Skills.
- Computer Skills (Excel, PowerPoint, Word, Outlook etc.)

Work Experience:

- Minimum of 3 - 5 years' experience in Insurance or Financial Sector.
- Minimum 2 years Supervisory/Management experience is an added advantage

Mode Of Application:

- All applications should have names of three official referees with their contact details. Applications accompanied by professionally prepared CVs, copies of all supporting documents along with a recent passport size photograph should be submitted not later than 10th April 2026 to the following address.

We are an equal-opportunity employer. Persons with disabilities are highly encouraged to apply.

Head of Human Resource and Administration

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