



1. JOB TITLE: **Manager Call Centre Operations**

Dar Es Salaam, Tanzania, United Republic of

Role Purpose and Key Responsibilities

Role purpose:

- The Manager Call Centre Operations will be accountable to deliver superior service to all VTL customers. This will include managing the inbound/outbound Customer Care for the specific segments and channels including Social Media through our business partner.
- The Manager will lead and manage the business partner/supplier to deliver quality service as per set targets and standards. Manage and control the resources including headcount/working hours in relation to performance and approved budget
- The Manager Serves customers by planning and implementing call center strategies and operations; improving systems and processes; and ensuring expert resolution provision at all times.
- The Manager needs to meet and exceed business objectives ensuring consistent achievement of all financial, customer and operational KPIs.

Key accountabilities and decision ownership;

- Lead end-to-end governance of all outsourced customer-service vendors, ensuring full SLA/KPI compliance, high performance standards, and timely execution of corrective action plans.
- Oversee operational stability across all partner sites through real-time performance control, incident management, standardized processes, and readiness for major launches and campaigns.

- Drive customer-experience excellence by eliminating root causes, strengthening quality frameworks, and consistently improving NPS, complaint ratios, and repeat-call performance.
- Manage commercial and contractual obligations for outsourced operations, including budgeting, capacity planning, billing verification, and enforcement of performance-based agreements.
- Champion continuous improvement, automation, regulatory compliance, and BCP resilience by leading process optimization, digital transformation initiatives, and strict data-privacy adherence.

Qualification, Competencies, Knowledge and Experience

- Bachelor's Degree in Business, Operations, IT, or related field
- Strong vendor management and commercial governance capability.
- Deep expertise in call center operations within large scale outsourced environments.
- High competence in SLA management, performance dashboards, and data analytics.
- Excellent communication, negotiation, and influence across senior external stakeholders.
- Strong leadership, decision making, and crisis management capabilities.
- Proficiency in CRM, telephony platforms, WFM systems, QA tools, and performance analytics.

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2. JOB TITLE: (VF-JA) Assistant Customer Operations Team

Lead

Dar Es Salaam, Tanzania, United Republic of

Role Purpose & Key Responsibilities

Role purpose:

The **Customer Operations Analyst** is responsible for driving operational excellence, delivering data-driven insights, and leading strategic projects that enhance customer experience, efficiency, and service quality within the Customer Operations environment.

This role combines analytical expertise, process optimization, and project management to ensure that operational initiatives are successfully planned, executed, and embedded across teams.

Key Responsibilities:

- Analyze operational performance, customer behavior, and call drivers while generating insights, forecasts, and root-cause reports.
- Lead end-to-end projects, coordinating teams, managing timelines, risks, and driving adoption of new tools and processes.
- Optimize and document processes, identifying automation opportunities and ensuring compliance and customer-first standards.
- Manage stakeholders, facilitating workshops, aligning requirements, and communicating project progress across departments.
- Maintain reporting and documentation, including dashboards, SOPs, workflows, and KPI scorecards.

Qualification, Knowledge, Competencies and Experience

- Bachelor's degree in business, Statistics, IT, or related fields.
- 3+ years of experience in business analysis, operations, project management, or Customer Operation leadership roles.
- Certification in Project Management or Business Analysis is an added advantage.
- Strong analytical skills with ability to interpret complex data and derive actionable insights.
- Solid understanding of Customer Operations, customer service workflows, and contact center technologies.
- Demonstrated project management experience (Agile or Waterfall).
- Excellent communication, facilitation, and stakeholder engagement skills.
- Advanced skills in Excel, and Power BI systems.
- Ability to manage multiple priorities in a fast-paced operational environment.

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