

Vacancy:

Call Center Agent – Work Exposure Placement (2 posts)



Ref: **2026-12EP**

Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa and serves as healthcare social enterprise and through development programmes in the community and the most vulnerable. Committed to preventing lifelong disabilities wherever possible, CCBRT is also engaged in extensive maternal and newborn healthcare (MNHC) activities including obstetric fistula repairs. Its Maternity and Newborn Wing serves as a referral centre for high risk and emergency deliveries in the region of Dar es Salaam and the Eastern Zone of Tanzania.

To strengthen our call center unit, CCBRT is looking for fresh graduates who are dynamic and have strong interest in call center to provide call center services at CCBRT

The role

As call center agent you will be expected to manage CCBRT hotlines from customers/patients, ambassadors for various purposes, answer inquiries and questions, handle complaints, troubleshoot problems and provide information. Identifying customer needs, clarify information, investigate every issue and provide solution. Follow up customer calls where necessary. Building sustainable relationships and engage customers by going extra mile.

The position is offered under CCBRT exposure placement terms and conditions.

The candidate

- Degree or Diploma in Marketing, Business Administration, Mass communication or any related field
- Previous experience in customer support role
- Strong phone and verbal communication skills along with attention to details
- Familiarity with Customer Relationship Management systems and practices
- Computer literate
- Customer focus and adaptability to different personality types
- Flexibility
- Multitasking
- Pro-active and eager to learn

If you are interested, please submit your curriculum vitae with 2 references and a cover letter telling us why you believe you are the right person for the role.

CCBRT is an equal opportunities employer and encourages people with disabilities to apply. Please send your application via email to: recruitment@ccbrt.org. Shortlisted candidates will undergo an interview as well as an additional assessment.

Please indicate job reference number: 2026 -12EP | DEADLINE FOR APPLICATIONS: May 26, 2026
(selection process might commence upon receipt of suitable applications)

CCBRT does not request or accept money from applicants as part of its recruitment process.