



## 1. JOB TITLE: **Call Centre Supervisor**

Dar Es Salaam, Tanzania, United Republic of

### **Role Purpose and Key Responsibilities**

#### **Role purpose:**

- To supervise and drive performance of the **Digital Care & Social Media team**, ensuring timely, professional, and consistent handling of customer interactions across all digital and social media platforms (e.g., Email, SMS, WhatsApp, Facebook, X, Instagram, App).
- The role ensures delivery of **high-quality customer experience**, adherence to SLAs/KPIs, operational discipline, and continuous improvement of digital and social media engagement.

#### **Key accountabilities and decision ownership:**

- Drive daily digital and social media operations ensuring SLA adherence, queue management, and timely resolution of customer queries
- Lead team performance and quality, including coaching, monitoring KPIs, and improving NPS
- Manage digital and social media channels ensuring proper case handling, tagging, and backlog control
- Handle escalations and critical customer issues, ensuring fast and effective resolution
- Partner with internal teams and vendors to resolve system/process gaps and improve customer experience
- Analyze performance data and trends to drive continuous improvement and operational efficiency

- Ensure compliance with SOPs, data privacy, and regulatory standards

### **Qualifications, Competencies, Knowledge and Experience**

- Bachelor's degree in business administration, Communications, or related field
- 2 years' experience in call center, digital and social media customer care operations
- 1-2 years in a supervisory or team leader role
- Strong product and service knowledge within telecom/customer service environment
- Ability to lead, motivate, and develop social media and digital care advisors
- Strong understanding of digital and social media platforms
- Ability to manage customer sentiment and improve NPS
- Data-driven mindset for performance tracking and decision-making
- Excellent written communication for effective digital and social media engagement
- Understanding of KPIs, SLAs, and call center processes

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## **2. JOB TITLE: Customer Experience Specialist**

Dar Es Salaam, Tanzania, United Republic of

### **Role Purpose and Key Responsibilities**

#### **Role purpose:**

The Customer Experience Specialist is responsible and empowered to

- convert “As Is” experiences into better “To Be” experiences, whilst ensuring the company acts and deploys appropriate actions in all stages to improve the overall customer experience and levels of

customer loyalty across assigned touch points/channels as well as its products and services.

- will take accountability for objectively designing and measuring the customer experience delivered by all the touch points that include but not limited to contact centre and retail.
- will also be an active participant in the GTM (Go To Market) process, acting as the customer advocate, by proposing and following through that the best experience of our products and services are delivered and the necessary toolkits are in place to support Customer Service Representatives in delivering an exceptional customer service.

### **Key Responsibilities:**

- Gain an understanding of customer requirements through
  - the review of As-Is Experiences within the assigned product/service/channel portfolio
  - quantitative and qualitative insights on existing products/services/ channel
  - proactive participation in the Go To Market (GTM) process
- Design and implement
  - improved To-Be experiences which are not limited to existing but are also applicable to new products/services/channels
  - appropriate experience KPI measurements for a particular product/service/channel
  - appropriate toolkits/processes for the frontline support.
- Build effective professional relationships with business partners across CBU, VBU, MPESA and Channels.
- Managing expectations and priorities whilst maintaining delivery commitments towards experience reviews, improvements and continuous monitoring.

### **Qualifications, Experience, Knowledge and Competencies**

- Bachelor Degree in Business Administration or any other related field.
- 2 years of experience in Customer Experience or Business Analysis or Programme Management
- Matric + additional relevant programs/certificates is advantageous
- Strong Analytical skills – able to assess data, reports, insights and existing processes, identify negative experience root causes or pain points; recommend /develop creative and innovative customer centric solutions with an international context.
- Process-Oriented – solid understanding of key cross-functional processes touching customers; able to spot optimization opportunities

- Commercially astute – solid understanding of the market, competitor, & customer; Knowledge of Vodacom products and services and their value to customers as well as what competitors are offering in comparison
- Stakeholder management – Ability to work and influence cross functional and external stakeholders for development and delivery of results towards an ‘ideal Customer Experience Journey’; Ability to connect the dots and extract value from the information by engaging in successful dialogues; Act as a customer champion even when it is unpopular

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