azam Pesa

# WE'RE HIRING

## CUSTOMER CARE TRAINER




Send Your CV to
recruitment@azampay.com

**APPLY BEFORE: 27TH NOV 2026**

For more information: Toll Free 0800 785 555

## ROLE OVERVIEW

AzamPesa is seeking a dedicated Customer Care Trainer to develop, deliver, and continuously improve the skills and product knowledge of Customer Care teams across all support channels. You will identify learning gaps, design induction and refresher training, coach agents to improve service KPIs, and provide operational support to Call Center Supervisors when required.

## KEY RESPONSIBILITIES

Training Planning & Delivery: Execute monthly and annual training plans covering onboarding, mobile money transactions, PIN management, reversals, fraud awareness, and merchant payments, while conducting competency assessments.

Needs Analysis & Coaching: Analyze quality monitoring results, call/chat reviews, and customer feedback with QA and Supervisors to deliver targeted coaching and remedial training.

Knowledge Management: Maintain an accurate Customer Care knowledge base, manuals, and FAQs bycollaborating with Product, Operations, IT, and Compliance on product and tariff updates.

Supervisory & Operational Support: Assist Call Center Supervisors during peak periods or absences with team briefings, escalated customer cases, and service-level monitoring.

## QUALIFICATIONS & EXPERIENCE

Education: Bachelor's degree or Diploma in Human Resource Management, Business Administration, Education, Customer Experience, or a related field.

Experience: 3+ years of experience in a Call Center, Customer Care, Training, or Customer Experience environment (experience in mobile money, telecoms, or financial services is an added advantage).

Skills: Strong facilitation, instructional design, and coaching abilities; analytical skills to evaluate QA data and training impact; proficiency in Microsoft Office and CRM/customer service systems.

Attributes: Excellent verbal and written communication, strong planning and time management, and collaborative cross-functional engagement.

## WHY WORKING WITH AZAMPESA

- Competitive Remuneration: Market-aligned leadership compensation package.
- High-Paced Learning & Growth: Fast career progression in a dynamic fintech environment.
- Direct Social Impact: Empower communities through safer, affordable, and transparent digital financial products.
- Health & Wellness: Comprehensive health insurance cover and employee benefits.

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