



## VACANCY: CUSTOMER SERVICE REPRESENTATIVE

Wananchi Group Tanzania Limited is part of the Wananchi Group and one of Eastern Africa leading Internet service provider. We are looking for **Customer Service Representative (Zuku Fiber TZ)**, who will work independently to provide professional and focused customer service both internally and externally. He/she will be reporting to Senior Team Leader, Customer Service Tanzania.

### **Customer Service Representative will be responsible for;**

Handle inbound and outbound customer interactions. A customer-centric mindset is necessary in order to ensure long-term customer satisfaction.

- \* Educate customers on competitive pricing and product information; comparing and contrasting our products versus competition.
- \* Responsible for skillfully retaining customers through positive relationship building
- \* Identify reason(s) for disconnect and overcome objections in an effort to retain the customer
- \* Save and re-sell the value of our products and services by properly aligning their features, benefits and price with the needs of our customers
- \* Provide exceptional customer care across all call types including escalations, technical support and billing.

### **Qualifications**

- \* Experience over 1 year in a Retention/Churn team in a Telco/ICT company
- \* Customer-centric mentality & passion for the customer
- \* Effective verbal communication skills, including grammar and tone

**Please share your CV and relevant certificates and supporting documents to [recruit@tz.wananchi.com](mailto:recruit@tz.wananchi.com) before Sunday 03 April 2022**