



WE ARE

HIRING

Call Center Agent

REPORTING TO:

Assistant Manager – Customer Service

DEPARTMENT:

Customer Service

REGION: DAR ES SALAAM

HOURS OF WORK

8:00 AM – 5:00 PM, Monday to Friday.
Additional hours as required by the workload.



Call 0800 780 111 or visit www.eximbank.co.tz



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1. GENERAL PURPOSE:

Handling inbound and outbound calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems, provide information and tele sales.

2. MAIN JOB TASKS AND RESPONSIBILITIES:

- Answer inbound calls as well as assist customers who have specific inquiries.
- Build customer's interest in the service and products offered by the bank.
- Provide personalized customer service of the highest level.
- Update the existing database with changes and status of each customer/prospective customer.
- Good verbal and oral communication skills-fast and correct ability to create grammatically correct responses without any spelling errors. The person should also know what to write while utilizing web communication, be able to quickly recognize signals of disgruntled customer and be able to respond without getting angry.
- Ability to comprehend, capture as well as interpret basis customer information.
- Ability to treat people with respect under all circumstances, instill trust in others besides upholding the value of the Bank.
- Sound judgmental powers, ability to manage difficult customers situation, to respond promptly to needs of the customers, solicit feedback to improve service, respond to request for services/ assistance.
- Ability to adopt to change, meet the changing demands of the work environment, any delays, or other unexpected demands.
- Dependability: to follow instructions as well as take responsibility for their actions and keep commitments
- Analyze the various part of the problem properly and develop logical solutions.
- Quality management- look for means of improving as well as promoting quality.
- Ability to make efficient use of resources.
- Ability to work well as part of a team to exhibit objectively and be open-minded towards the ideas and views of others, give as well as welcome feedback, contribute to building team spirit aid others to succeed.



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3. KEY COMPETENCIES:

- Good social skills
- A sound knowledge of telephone etiquette
- Verbal and written communication skills
- Listening skills, problem analysis and problem-solving skills, customer orientation
- Organizational skills, attention to detail, judgement, adaptability, teamwork, stress tolerance, resilience
- Persuasive, problem solving, adaptability, tenacious, negotiation skills and high energy level

4. EDUCATION AND EXPERIENCE:

- Diploma or equivalent.
- A minimum of two years outbound call center experience.
- Required language proficiency.
- Knowledge of customer service principles
- Knowledge of call center telephony and technology
- Good data entry and typing skills.
- Proficient in relevant computer applications and call center systems.
- Knowledge of sales principles and methods
- Proven track record in sales.

Please send your application to:

hrrecruit@eximbank.co.tz

NB: Only shortlisted candidates will be contacted

Application deadline: **15th March 2024.**



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