



JOB TITLE: Agent Care Officer – Tanzania

Dar es Salaam, Dar es Salaam, Tanzania, United Republic of

Full Time

Mid Level

About the role

BURN is looking for an Agent Care Officer who will be responsible for providing support and assistance to agents or representatives ensuring that agents have the necessary resources, guidance, and well-being support to effectively carry out their roles and provide exceptional customer service.

Duties and Responsibilities

- Daily agent network management, including calls to agents, interface for sales operations, reconciliation and commercial
- Agent engagement through performance data from sales operations, collecting field feedback from agents, and overseeing the resolution of open agent tickets.
- Ensure the flow of agent-related information upwards and downwards.
- Ensure the daily reporting and escalation of all agent's issues collected by the agent care officers to the TSMs and TLs
- Ensure the tracking and reporting of all agent care activities conducted
- Coordinate PJPs (Personal Journey Plan) per Agent and TSM (Territory Sales Manager) by the agent care officers, leading the process to clean up the database
- Ensure that the team is conducting daily agent training and mentoring of agents through calls
- Ensure Agent quality and recruitment checklist by the agent care officers
- Support sales target
- Daily/Weekly feedback report to TI, TSM, Country lead

Skills and Experience

- Bachelor's degree in arts, business, environmental science, project Management or a related field.
- A minimum of 3 years of experience in sales support, preferably in the clean cooking industry, solar or related environmental sectors.
- Effective communicator
- Efficient planner and collaborator
- Behave Ethically: Understand ethical behaviour and business practices and ensure that your behaviour and the behaviour of others are consistent with these standards and align with the values of the organization.
- Communicate Effectively: Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve the organization's operations and create new opportunities.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the organization's best interest.
- Make Decisions: Assess situations to determine the importance, urgency, and risks, and make clear decisions that are timely and, in the organization's, best interests.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- Plan: Determine strategies to move the organization forward, set goals, create, and implement action plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Qualified Female Candidates encouraged to Apply

BURN does not charge a fee at any stage of the recruitment process (application, interview, meeting, processing, training, or any other fees).

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