



## **1. JOB TITLE: Usage & Retention Manager**

Airtel Tanzania PLC is one of the leading providers of telecommunications and mobile money services with operations across Tanzania. Headquartered in Dar es Salaam, Airtel Tanzania ranks amongst the top 3 mobile services providers in Tanzania in terms of subscribers. Airtel Tanzania offers an integrated suite of telecommunications solutions to its subscribers, including mobile voice, data services as well as mobile money services both nationally and internationally. Airtel Tanzania aims to continue providing a simple and intuitive customer experience through streamlined customer journeys.

Airtel Tanzania PLC was launched in October 2001 and is Tanzania's most innovative mobile phone operator, which has introduced many "firsts" in the telecommunications sector.

### **Role Purpose**

Drive Airtel Money Revenue from New and existing Base:

- Customer Activations – GA's
- Customer Activations – Base
- Airtime & Bundle purchase – Customer Initiated
- P2P – On-net, Off-net & IMT Outbound
- Paybills, Loans, Savings & Virtual Card
- Cash-Out – marketing of channels
- Loyalty & Rewards Programmes
  - Responsible for CLM / Customer Value Management

### **Key Responsibilities:**

**1. Manage Airtel Money CLM / New customer acquisition and Retention**

- Responsible for Driving customer adoption on AM –From New and existing never used Base
- Identify and analyze industry or geographic trends with business strategy implications regularly updating management on market and competitor activities and products and will be Responsible for AM Planning, pricing and promotional strategies
- Create business intelligence tools or systems, including design of related databases, spreadsheets, or outputs and maintain or update Airtel Money business intelligence tools, databases, dashboards, systems, or methods
- Collect mobile money business intelligence data from available industry reports, public information, field reports, or purchased sources.
- Synthesize current business intelligence or trend data to support recommendations for action.
- Provide historical, current, and predictive views of Airtel Money business performance, most often using data that has been gathered into a data warehouse or a data cube and occasionally working from operational data.
- Communicate with customers, competitors, suppliers, professional organizations, or others to stay abreast of industry or business trends.
- Analyze competitive market strategies through analysis of related product, market, or share trends.
- Establish an analytics capability to proactively identify opportunities for business units to efficiently leverage data. Working in conjunction with the team, he /she will develop the strategy and roadmap of the BI and analytics platform and drive the features and functions necessary to deliver the insights needed for evolving business needs

## **2. Provide reports for executive management business reviews.**

- Extract data and provide reports on Airtel Money Customer Base, Agent base, product performance growth and Revenue Growth
- Prepare quarterly Airtel Money reports for presentation to the Airtel Tanzania board, monthly reports for Group business reviews including customer market share, agent market share, transaction volume share, transaction value share and market revenue share.
- Analyze Airtel Money weekly Key Performance Indicators (KPI) highlighting reasons for growth or decline on the strategic business KPIs
- Generate standard or custom reports summarizing business, financial, or economic data for review by executives, managers, clients, and other stakeholders

### **3. Give Airtel Money Commercial teams visibility on business performance**

- Bring greater business visibility and insight to the broadest audiences of business users – business development(C2B, B2C, Mobile banking, B2B, consumer products(Cash In, Cash Out, P2P, Airtime Purchase, Data Bundles Purchase, Loans, Card), enterprise sales teams(corporate and merchant account performance), allowing any user in the organization to have we-based self-service access to up-to-the moment, relevant, and actionable intelligence.
- Generate customer and product reports providing technical support for existing reports, dashboards, or other tools.
- Airtel Money promotions & campaign tracking for respective product campaigns, customer acquisition initiatives, champion challengers, active customers tracking, product user profiling and segmentation
- Actively work on routine and ad hoc data and business projects involving querying from the data warehouse

### **4. Data Mining**

- Effective communication to allocated contact centers including communication of processes and procedure.
- Document all processes that relate to sim registration and document verification.
- Analyze customer interactions to investigate opportunities for optimizing people, processes and technologies
- Take ownership of production and testing of data operations reports using provided data sources and tools (SQL Server, Power Query, and Power Pivot.)
- Work with data and product owners to verify and obtain approval that any transformed data retains its accuracy.
- Execute one off data extraction and manipulation jobs as required.
- Ensure that any data integrity issues are reported immediately and summarized weekly to management and others authorized to receive this information.

### **5. Support development implementation of Airtel Money report automation**

- Lead the development and integration of data across the organization including the production, identification, and extraction of data from source systems, the transformation and loading of data into databases.
- Data Modeling, Dimensioning and New Reports Development in line with reporting requirements adhering to the processes, and ensuring the completeness, timeliness and accuracy of standard daily, weekly and monthly reports; as well as ad hoc reports.

- Work closely with the Airtel BI partners and vendors' team to ensure that all ongoing development meets the business user requirements.
- Work closely with colleagues within IT and business planning and within the business to ensure consistency in data definitions and data usage.
- Establish and maintain policies and standards to guide data usage, storage, retention and development of definitions.
- Analyze and Simulate and Account for trends and Gaps in data provided and advise the business accordingly.
- Document specifications for business intelligence or information technology (IT) reports, dashboards, or other outputs.

## **6.Team & Stakeholder Engagement**

- Prepare presentations on monthly performance for Sales and Distribution
- Manage timely flow of business intelligence information to users

## **7.Reporting**

- Timely and accurate reporting of daily, weekly and monthly Data performance, target evaluation and overall processing
- Prepare and communicate to KYC management on a daily, weekly and monthly basis.
- Provide a comprehensive KYC daily, weekly and monthly performance report.
- Compile and analyze quantitative and qualitative reporting

## **8.Any other duties as may be assigned from time to time**

### **Qualifications and Experience.**

#### Educational Qualifications & Functional / Technical Skills

- Bachelor's degree in computer science/IT or related field
- MBA will be an added advantage

### **Relevant Experience.**

- At least 7 years' experience in service reporting tools like Oracle Business Intelligence Enterprise Edition, Oracle Discoverer

- At least 5 years' experience in hands-on experience in software development, systems administration and IT supporting service as well as programming technologies such as the .NET framework, Java, Delphi etc. is crucial
- Strong Business Knowledge - Must have exposure to telco Pricing and Planning preference will be given to candidates with Mobile Money Knowledge.
- Excellent with Data analytics & Presentation

#### **Other requirements (Behavioral etc.)**

- Critical Thinking and Problem solving
- High level of attention to detail and interpersonal skills
- Excellent written, oral communication skills and Negotiation Skills
- Should be able to work and deliver under pressure and squeezed timelines.
- Take ownership for the work assigned and have good follow through skills.
- Ability to consistently deliver accurate results on-time and hold others accountable.
- Demonstrate ability to work in an ambiguous and fast paced environment.
- Ability to successfully engage in multiple initiatives and manage multiple priorities.
- Exceptional eye for details

**Deadline for receiving applications is 6th September 2024.**

**[APPLY HERE](#)**

## **2. JOB TITLE: KYC Experience Officer**

### **Role Purpose**

Oversee KYC management, Registration processing and verification process by monitoring the end to end daily, weekly and monthly to ensure the proactive and reactive effectiveness in resolving registration issues and smoothen processes toward complete and correct Data and KYC Information

### **Key Responsibilities:**

#### **1. Performance management**

- Ensure the sim registration data capturing and approval process is efficiently and properly adhered as per regulations.
- Continually monitor and own performance of sim registration of data processing at trade and vendor.
- Executing actionable, value adding KYC solutions to counter problems arising from Trade
- Execute methodologies, policies and processes that leverage best practices
- Regular review of Team performance
- Escalating critical issues and push resolution within defined SLA
- Ensure all required systems are accessible in our showrooms and trade Agents are capable to effectively utilizing the systems to drive consistency plus 1 customer experience.
- Monitor and report the sim registration data capturing vendors' performance.

#### **2. Customer Satisfaction 85%**

- Act as a point of escalation of any customer's sim registration complaint that requires a second level support.
- All channel complaints and request handling
- Ensure accuracy on Data verification at Backoffice.
- Ensure customer journey are checked and monitored all the time to ensure customer satisfaction.

#### **3. Analysis & Recommendations**

- Executing special Data processing analysis to all Simcard registration insure complaints.
- Implements special policies and procedures concerning the activities of Data.

#### **4.KYC Change Coordination**

- Effective communication to allocated contact centers including communication of processes and procedure.
- Document all processes that relate to sim registration and document verification.
- Analyze customer interactions to investigate opportunities for optimizing people, processes and technologies

#### **5.KYC Compliance on new activation and existing Base**

- Analyze all daily activation by validating and reconcile on all systems to ensure gaps observed have been corrected immediately
- Ensure that sim registration report is validated and complied
- Monthly reconciliation for the existing base and ensure existing archived registrations are compiled as per regulation
- Monitor Turnaround time for new activation, ensure agreed service level is met daily.

#### **6.Hands on Support and Guidance to KYC Team Leader**

- Regarding Data processing and verification Interact with the 2nd level tier to resolve customers problems
- Route cause analysis and drive front liners empowerment by suggesting giving assistance and improving control process.
- Monitor sim registration data processing agents' performance and take remedial action in conjunction with the KYC Team Leader.
- To carry out with due diligence (outstanding carefulness and attentiveness) any other reasonable task assigned by the manager.

#### **7.Reporting**

- Timely and accurate reporting of daily, weekly and monthly Data performance, target evaluation and overall processing
- Prepare and communicate to KYC management on a daily, weekly and monthly basis.
- Provide a comprehensive KYC daily, weekly and monthly performance report.
- Compile and analyze quantitative and qualitative reporting

## **Qualifications and Experience.**

### Educational Qualifications & Functional / Technical Skills

- Bachelor's degree in information technology or any other related field

## **Relevant Experience.**

- 5 years' experience in customer service in the Telecommunications industry
- Strong problem-solving and analytical skills, with the ability to identify customer needs and propose innovative solutions.
- MIS experience
- Proven ability to analyze complex business issues and identify, design and implement effective practical recommendations
- Excellent knowledge in customer experiences discipline/profession

## **Other requirements (Behavioral etc.)**

- Evidence of good judgment and problem-solving skills
- Ability to work independently and collaboratively within a team
- Analytical
- Ability to accurately follow direction
- High personal standards and goal oriented
- Excellent interpersonal skills

**Deadline for receiving applications is 30th August 2024.**

**[APPLY HERE](#)**

*Please be advised that if you are not contacted within 14 working days of the advert closing date then you have not been shortlisted.*

*"Airtel Tanzania Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it".*