



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.

### **JOB TITLE: Provisioning Executive**

Airtel Tanzania PLC is looking for a suitable candidate for the **Provisioning Executive** Position under **Customer Experience** Department. The Provisioning Executive will be responsible to **Implement & manage strategy for Post paid, Prepaid and Airtel Money provisioning operations at the OPCO and Partners locations.**

As head of Post paid Service, Provisioning – New activations for mobility business, Design a strategy & planning for ease of activation, ensuring highest level of customer satisfaction & provide common process experience to customer for new activation across the country

### **Responsibilities**

#### **Post-Paid Support**

- Postpaid adjustment management.
- Initiate Prepaid Number Management System (NMS), Churning & Provisioning

- Development of system with the help of IT to support comprehensive Post-paid Business model and subscriber management.
- Align all the activities of Post-paid Provisioning to improve customer satisfaction.
- Innovate new customer friendly activation strategies through technology.
- Reviewing the operational KPIs of Partners/trade excellence.

### **Number life cycle management**

- Management end to end the below critical business number management process in accordance with Bharti number management guidelines.
- Prepaid Provisioning (Mass)
- Mass prepaid deletion process
- Clean up of deleted numbers in all system and application nodes
- Node synchronization
- Provide weekly number management reports.
- Maintain and monitor HLR utilization as per defined business parameter.

### **Mobile Number Portability**

- Process all port-in and port-out requests received.
- Engage and manage all porting request with other operator within SLA following rules, guidelines and regulations set up by CAK Inter-operator MNP document.
- Test all parameters of the new ported in customers ensuring that the SIM has latched into all network parameters required.
- Place a welcome call to newly port in customer as per the welcome call scripts and procedure provided by the business.
- Extract and analyze all porting reports and show trend analysis and the key drivers for porting activity.
- Advise business on MNP strategies and process improvement

### **Churn management**

- Analysis of data gaps between Airtel and PRSP partners and provide business with process improvements based on inconsistencies/data gaps picked

### **Process Compliance**

- Set-up control-points and Triggers for Internal Control and Compliances
- Track adherence to processes and business guidelines.
- Sharing daily MI on daily failures and mismatches across systems

### **Reduce Customer complaints on Post paid and prepaid provisioning**

- Plan & implement a robust complaint management system at the Circle.
- Analyze customer complaints process wise and design action plans for process improvement and influence the respective process owner for change.
- Ensure 100% customer resolution to request raised by the customers and close loop the same within set SLA. Work with other cross-functional teams for process changes and other initiatives for enhancing customer experience in the zone (for reduction in time to activate and error free provisioning).

### **Education and Certification:**

*Must Have:*

- Bachelor's degree in computer science or any other related field
- Good Knowledge of SQL/MySQL/Oracle/DB2

### **Relevant Experience :**

- Minimum of 5 years operations background experience in customer experience department , with minimum of 2 years provisioning experience from telecoms
- Experience with SQL/MySQL/Oracle/DB2

### **Skills and Competencies**

- Excellent communication, presentation and organizational skills
- Positive & Flexible attitude
- Ability to think clearly, identify risks, anticipate eventualities and resolve problem
- Ability to understand and comply with business processes and procedures
- Ability to interact & effectively communicate with user/partners & Vendors
- Creativity (out-of-the box thinking) & Innovation

The deadline for the Application is September 14, 2024.

Only shortlisted candidates will be contacted.

*We are an equal opportunity employer and value diversity. We therefore do not discriminate against applicants on the basis of, among others, their race, disability, their race, disability, religion or gender. All employment opportunities are decided on the basis of qualifications, merit and business need*

**APPLY HERE**