



VisionFund Tanzania Microfinance Bank Ltd (VFT MFB) formerly known as SEDA is a fast growing and reputable Micro Finance Bank (MFB), has a loan book of more than TZs. 29 billion and more than 30,000 customer base, more that 5,000 of them being small holder farmers. VFTMFB is seeking to employ a dynamic and committed Tanzanian young men & women who have passion for people's economic development to fill in the vacant position detailed here below;

**Work reference no. 011/2024**

**Position: Call Center Supervisor**

**Reporting to: Marketing and Communication Manager**

**Responsibility:**

Call Center Supervisor provides overall leadership to VFT's call center unit located at head office. The position holder is responsible primarily for supervision of call center agents who are supposed to attend both incoming inquiries and making outgoing calls for reconciliation, delinquency testing, dropped out customers and social performance surveys. The position holder should ensure maximum customer satisfaction by supervising the call center and handling customer inquiries on time, channeling complaints to the respective department while providing feedback to customers.

**Main tasks**

Oversee the call center unit to ensure that it support the business in achieving the desired goal by coordinating daily activities performed by call center agents.

- Responsible for all planning and coordinating all activities of the call center unit
- Manage shift plan for call center agents
- Ensure calls are attended and recorded
- Gathers complaints from every center/branch on weekly basis
- Channels complaints to respective person/department
- Collect feedback and send feedback to clients on their complaints
- Supervise that the branch network maintains up-to-date and accurate records of customer complaints from register and suggestion box.
- Review calls received by call center agents on daily basis and respective response to identify customers who requires further follow-up.
- Report suspicious fraud detected through call center to risk department through fraud reporting portal on the same day
- Receives lists of payments in suspense account for different mobile operators from finance department on daily basis.
- Conducts post disbursement and pre disbursement confirmation to clients on ample basis for confirming the existence of clients.
- Conducts delinquency review for clients in arrears to verify their debt and repayment status
- Strong leadership and people management skills.
- Excellent communication skills.

**Education/Experience:**

- Degree Holder in Customer relation, Business administration or any related field. o At least three years in supervising call center

- Must have a clear understanding of microfinance bank activities o Very good knowledge and comfort dealing customers from diverse societies oVery good analytical & reporting skills

### **Special / Personal Abilities**

- Is honest, hardworking, friendly, focused;
- Local language skills;
- High standards in regards to quality of work;
- Able to work independently and as a team member;
- Attention to detail;
- Experience in banking or microfinance;
- Commitment to the social mission of microfinance.

### **How to Apply:**

This is Full-time Job, Interested and suitably qualified individuals should forward their application letter, attaching copies of their academic and professional certificates; detailed CV's with three referees to; [application@vftz.co.tz](mailto:application@vftz.co.tz)

The position should be the subject of the email application.

OR; through the postal address below:

**The Chief Executive Officer,**

**VisionFund Tanzania Microfinance Bank Limited, P.O. Box 1546, Arusha, TANZANIA.**

The application should reach the undersigned not later than **27<sup>th</sup> September 2024.**