



# WE'RE

Join our team

# HIRING!



For the Position:

**CUSTOMER RELATIONS ASSISTANT**

To Apply Visit:

<https://shorturl.at/iltA2>

Submit to:

[recruitment@taha.or.tz](mailto:recruitment@taha.or.tz)

Deadline:

**Friday, 9th May 2025**



## **JOB DESCRIPTION**

**Position Title:** Customer Relations Assistant

**Location:** Arusha, Tanzania

**Reporting to:** Customer Relations Manager

**Organization:** Tanzania Horticultural Association (TAHA)

**Application Deadline:** 9th May 2025

### **1.0 Introduction**

The Tanzania Horticultural Association (TAHA) is a leading private sector member-based organization dedicated to the development and promotion of horticulture in Tanzania—including flowers, fruits, vegetables, spices, herbs, and horticultural seeds. TAHA's mission is to enhance the growth and competitiveness of the horticultural industry for social and economic benefits. As the unified voice of horticulture in Tanzania, TAHA represents stakeholders across the value chain, including smallholder farmers, commercial growers, processors, exporters, and service providers.

### **2.0 Position Overview**

TAHA is seeking a dynamic, proactive, and customer-oriented **Customer Relations Assistant** to support its membership engagement activities. The successful candidate will be responsible for member recruitment and retention, information management, and service delivery. This role plays a key part in maintaining strong relationships with TAHA members and enhancing the overall effectiveness of member services.

### **3.0 Key Responsibilities**

#### **3.1 Membership Recruitment and Retention**

- Implement tools and strategies for effective member registration and engagement.
- Identify and recruit new members in accordance with established criteria.
- Contribute to the development and periodic review of TAHA's membership services strategy.
- Conduct member satisfaction surveys and develop action plans based on feedback.
- Support the implementation of a member retention plan in collaboration with the Customer Relations Manager.

#### **3.2 Membership Information Management**

- Maintain an up-to-date, accurate, and dynamic membership database.
- Disseminate timely and relevant information to members about industry developments, events, and opportunities.

#### **3.3 Member Services Delivery**

- Organize and facilitate member engagement sessions, networking events, and other interactive forums.
- Address member inquiries related to TAHA services and coordinate effective follow-up.

- Support initiatives that enhance member value and satisfaction.
- Organise and manage stakeholder events.
- Coordinate and manage regional project activities across member states.

### **3.4 Other Duties**

- Perform any additional tasks assigned by the Customer Relations Manager.

## **4.0 Qualifications and Competencies**

### **4.1 Education**

- Bachelor's degree in Business Administration, Marketing, Public Relations or a related field.

### **4.2 Experience**

- A minimum of 2 years of relevant experience in customer relations, ideally within the agricultural or horticultural sectors.
- Demonstrated experience in stakeholder engagement and partnership management.

### **4.3 Key Competencies**

- Strong organizational, writing skills and attention to detail.
- Excellent communication and interpersonal skills.
- Proven problem-solving ability and a proactive mindset.
- Leadership potential and a collaborative approach.
- Proficiency in Microsoft Office and database management systems.
- Experience in customer service or membership engagement will be an added advantage.
- A genuine interest in horticulture and a commitment to supporting the industry's growth in Tanzania.

## **5.0 Application Process**

Interested candidates should submit their **CV** and a **cover letter** detailing their relevant experience and contact information for **three professional references** to **recruitment@taha.or.tz** no later than **9th May 2025**.

TAHA is an equal opportunity employer. We welcome applications from candidates of all backgrounds. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

**Join TAHA and contribute to the sustainable growth of Tanzania's horticultural sector.**

