



# Job Description

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<b>Job Title</b> Contact Centre Administrator	<b>Job Location</b> Nairobi	<b>Category</b> Customer Service Relations
<b>Job Type</b> Full Time	<b>Job level</b> Junior	<b>Industry</b> -
<b>Open to Expatriates</b> Open to Expatriates & Local Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> -
<b>Secondary Industry</b> -	<b>Primary Category</b> Customer Service Relations: 2 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

We are building an innovative global sales network that connects opportunities across continents. As the **Contact Centre Administrator**, you will play a pivotal role in ensuring the seamless operation of our systems and providing technical support to our growing global network. If you are tech-savvy, a problem-solver, and passionate about leveraging technology to drive success, this role is for you.

## Responsibilities

- Salesforce Administration:**
  - Manage and maintain Salesforce CRM, including user accounts, permissions, and workflows.
  - Troubleshoot issues, provide technical support, and resolve user queries efficiently.
  - Ensure data integrity and accuracy by regularly auditing and cleaning the system.
  - Develop dashboards, reports, and analytics to provide insights into network performance.
  - Support the onboarding of new users with Salesforce training and guidance.
- Help Desk Management:**
  - Serve as the first point of contact for all technical and system-related inquiries from global network users.
  - Resolve issues promptly, escalating complex cases where necessary.
  - Create and maintain technical support guides, manuals, and user documentation.
  - Monitor system performance and proactively address any technical disruptions.
- Technical Support & Continuous Improvement:**
  - Collaborate with cross-functional teams to enhance Salesforce capabilities.
  - Analyze trends in user issues and recommend system improvements.
  - Provide feedback to leadership on technical challenges and opportunities.

## Requirements

- Proven experience as a Salesforce Administrator or Help Desk Support Specialist.
- Salesforce certification (preferred but not required if experience is solid).
- Tech-savvy with strong troubleshooting and problem-solving skills.
- Advanced proficiency in Microsoft Office Suite, particularly Excel and PowerPoint.
- Excellent communication and interpersonal skills.
- Ability to work independently in a dynamic, fast-paced environment.
- Strong attention to detail and analytical mindset.

**Reporting To**

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Project Director

**Driving Licence**

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Not Required

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