



# Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

<b>Job Title</b> Coordinator: Service Excellence	<b>Job Location</b> Dar es Salaam	<b>Category</b> Business Consultant, Customer Service Relations
<b>Job Type</b> Full Time	<b>Job level</b> Entry	<b>Industry</b> Business Services / Consultancy, Human Resources Consultancy
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Business Services / Consultancy: 2 Years
<b>Secondary Industry</b> Human Resources Consultancy: 2 Years	<b>Primary Category</b> Business Consultant: 2 Years	<b>Secondary Category</b> Customer Service Relations: 2 Years
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

As a Service Excellence Coordinator, you will be an Empower Ambassador: the face of the organisation and a proponent of exceptional first impressions for all candidates, clients, and suppliers.

Your goal will always be to exceed expectations with your presence and devotion to results in every face-to-face interaction, email/phone response and dedication to solving problems in Empower's public spaces.

## Responsibilities

### People Engagement (40%)

- Receiving clients and ensuring all needs are met
- Engaging with Candidates who attend screening interviews
- Upselling & Crossing Empower products and services
- Supporting people to register on Empower: Consulting Marketplace & The Movement
- Talking to people about books on display and selling as per the monthly target
- Weekly Report in Team Town Hall documenting all activities, sales & bookings
- Attending Inspire evening events to boost energy and be a friendly face
- Engage with potential Inspire Event facilitators and suggest innovative new content/events run
- Giving Client tours of our space
- Ensuring our public space (Front Office, lounge and meetings rooms) always looks & smells fresh/clean and ready for business
- Supporting Consultants and Movers who reach out with technical queries
- Build a strong personal brand aligned with Empower's values on LinkedIn
- May be required to attend external offsite events as needed

### Coordination, Bookings & Reservations (40%)

- Opening the office daily at 8:00 sharp
- Closing the Empower-Inspire grill daily at 17:00 sharp
- Responding to all general enquiries via email, phone and WhatsApp
- Booking candidate interviews and confirming client interviews
- Follow-up on references as requested by Talent Team
- Engage with candidates to collect documentation as requested by Talent Team

- Supporting with coordination of Client/Candidate Events run by the Talent and Advisory Team
- Sourcing and coordinating youth candidates for Talent Assessment Days
- Coordinating Inspire Centre bookings & payments
- Responsibility for supplier delivery of goods & collection of payment
- Coordinating room bookings: availability and setup for the client or internal events
- Ensuring the sign downstairs is relevant and has posted events happening at Inspire before event start
- Inspirational messages on the blackboard to entice customers to Inspire
- Coordinating Empower food supplier delivery and food orders for Inspire customers
- Monitor and report on staff movements (client meetings, offsite sessions) for your weekly report
- Collecting and accounting for all front office sales (Screening interviews, coaching and book sales)

### **Business Development (20%)**

- Reviewing newspapers daily and sharing opportunities/tenders with Empower Team promptly
- Research into client companies that reach out
- Research into competitors and the marketplace
- Supporting with candidate Mapping as requested by Talent Team
- Tracking advertised vacancies in newspapers, LinkedIn & Job platforms
- Use social media to engage with candidates professionally in an engaging way
- Research and develop leads for Empower

### **Education & Qualifications**

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Degree Qualification

### **Requirements**

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1 year of experience in a customer-facing role

### **Characteristics**

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- Fluent in English & Kiswahili
- Excellent interpersonal & analytical skills
- Master-Networker in person and online
- Passion for talking to people
- Proficiency in using applicant tracking systems
- Critical thinking and problem-solving skills
- Team player
- Excellent time-management skills
- Basic Financial Skills

### **Reporting To**

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Senior Coordinator: Service Excellence

### **Driving Licence**

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Not Required

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