



Job Description

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Job Title Customer Service Specialist - Uganda	Job Location Kampala	Category -
Job Type Full Time	Job level Intermediate	Industry Fintech
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Fintech: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

A Pan-African fintech company currently operating in Ghana and Nigeria, with expansion underway into other markets including Uganda. The company is reinventing the payments experience by making it easy and reliable for everyone to transfer money, pay bills, and shop online.

We are seeking a Customer Service Specialist to manage and enhance daily customer service operations while ensuring a consistently high standard of service delivery. The role involves supervising customer service staff, addressing escalated customer concerns, supporting training initiatives, and ensuring adherence to service policies and procedures. The ideal candidate will bring experience from the fintech or banking sector, strong interpersonal skills, and a customer-centric approach to service excellence.

Responsibilities

- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback
- Strategizing and monitoring the daily activities of customer service operations
- Assisting customer service staff with duties where required
- Training staff in areas of customer service and company policies
- Managing cashier coverage and customer flow to ensure proficient customer service
- Monitoring and authenticating returns, exchanges and voids
- Investigating and solving customer service complaints
- Assisting with the development and implementation of service policies and explaining these to staff and customers
- Maintaining documentation pertaining to customer service department activities
- Performing additional duties where needed

Education & Qualifications

- Bachelor's degree in Business Administration, Marketing, Public Relations, Sales or related field
- Proficient knowledge of customer service and standard office practices and procedures
- Outstanding communication skills, both written and verbal
- Strong people skills
- Outstanding organizational skills
- Must be **Ugandan** citizen
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Requirements

- 3-5 years of work experience in fintech or banking industry

Driving Licence

Not Required

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