



Job Description

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Job Title Head of Client Care	Job Location Zanzibar City	Category Call Centre & Customer Engagement, Communications
Job Type Full Time	Job level Head of Department	Industry Real Estate, Construction
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Real Estate: 5 Years
Secondary Industry Construction: 5 Years	Primary Category Call Centre & Customer Engagement: 5 Years	Secondary Category Communications: 5 Years
Certificate -	Qualification -	

Summary

Client Relationship management for projects aiming for the highest possible client satisfaction while representing the interests of the project.

The responsibility of the Client Care Head of Department is to manage customer care with the aim of long-term and cross-project loyalty to the company.

To lead and accompany the project's clients through the investment lifecycle and act as a one-stop point for them from the moment of purchase until the purchase contract is fulfilled.

To negotiate and manage customer requirements and complaints in the project's interest.

Responsibilities

- Maintain effective and transparent communication channels with clients
- Manage and control the quality and turnaround time for client inquiries
- Create and maintain a positive client lifecycle experience
- Represent in all communication the company's culture and values
- Embed the companies and projects vision within the customer experience
- Report dynamics and trends proactively within the customer base
- Maintain client database with complete, up-to-date and valuable information
- Manage the handling of client complaints and claims in the interest of projects while maintaining customer satisfaction
- Manage cross-departmental client inquiries as a one-stop point of contact
- Manage and prepare unit handovers to clients
- Manage possible changes to purchase contracts on behalf of the project

Education & Qualifications

- Bachelor degree of Business Administration, Marketing or Communications
- Fluent English / Kiswahili spoken and written - an additional language would serve as an advantage

Requirements

- People/Team Management
- Communications Management
- Quick drafting of professional emails
- Customer Service Operations
- Project Management

Characteristics

- Respectful
- Highly communicative
- Adaptable
- Open minded
- Positive can-do attitude
- Highly motivated

Reporting To

Chief Operations Officer

Driving Licence

Not Required

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