



Job Description

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Job Title Head of Customer Experience	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Head of Department	Industry Finance Services
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Finance Services: 8 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Head of Customer Experience is responsible for designing and leading a customer-centric strategy that delivers consistent, seamless, and trusted experiences across all customer touchpoints.

The role ensures customer satisfaction, loyalty, retention, and advocacy while embedding customer protection and service excellence.

Responsibilities

Customer Experience Strategy

- Define and implement the customer experience strategy.
- Own the end-to-end customer journey across call centre, training centres, and field channels.
- Promote customer protection and Inclusion.

Service Excellence & Operations

- Oversee service delivery in the call centre, training centres, and field channels.
- Set and monitor service standards, SLAs, and response times.
- Drive cross selling, upselling and after sales services through outbound and inbound calls at contact centre.
- Drive continuous improvement in service quality and resolution rates.

Customer Insights & Analytics

- Track and analyse Internal and External NPS, complaints trends, and customer feedback and translate insights into service improvements and product enhancements.
- Lead root-cause analysis of customer complaints.

Process Improvement

- Collaborate with stakeholders to improve digital journeys and self-service solutions.
- Make customer interactions simple and efficient
- Support digital adoption and customer education initiatives.
- Ensure optimal use of existing CX systems, including CRM and loan Management system and any other digital support channels

Complaints Management & Governance

- Lead the customer complaints management framework, including regulatory reporting.
- Ensure timely resolution of escalations of Customers' queries.
- Support audits and customer protection assessments.

Leadership & Culture

- Build and lead a customer-centred culture
- Champion a culture of accountability, and service excellence.
- Coach teams to consistently deliver positive customer experiences.

Customer Financial Wellness & Responsible Lending

- Drive customer financial education and empowerment

Reporting & Governance Accountabilities

- Ensure timely, accurate, and insightful CX reporting to Management, EXCO, Board, and Regulators.
- Maintain high standards in root-cause analysis, action tracking, and follow-through.
- Manage and remediate CX-related audit and regulatory findings.
- Ensure ongoing compliance with customer protection standards and regulatory requirements.

Education & Qualifications

- Bachelor's degree in business administration, Marketing, or a related field.
- Master's degree or professional certifications in Customer Experience (e.g., CCXP), CRM, is an advantage.

Requirements

- A minimum of 8 years in Customer Experience with at least 4 years' experience in a senior leadership role

Characteristics

- Digital Loan products and operations
- Stakeholders Management; Project Management; Change Management skills
- Good understanding of Financial Consumer Protection Regulation
- Leadership and strategic thinking.
- Excellent communication skills.
- Excellent negotiation skills
- Strong interpersonal skills; Customer profiling
- Report writing skills
- Analytical & Problems solving skills

Reporting To

Chief Credit Officer

Driving Licence

Not Required

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