



Job Description

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Job Title Internal Customer Support	Job Location Dar es Salaam	Category Customer Service Relations
Job Type Full Time	Job level Intermediate	Industry Construction
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Construction: 3 Years
Secondary Industry -	Primary Category Customer Service Relations: 3 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Managing daily office operations, processes orders, coordinates customer support, and ensures efficient communication with vendors and internal teams, fostering a positive work environment and strong stakeholders relationships.

Responsibilities

- Act as the primary point of contact for office-related matters, including maintenance, supplies, equipment, and general errands.
- Organize and maintain the office layout, ensuring it remains efficient and functional while managing repairs when necessary.
- Coordinate meetings, appointments, and employee inquiries regarding office management issues such as travel arrangements, stationery, and hardware needs.
- Liaise with vendors providing services like cleaning, catering, and security, ensuring smooth operations.
- Provide general administrative support to visitors and serve as a customer-facing representative at the front desk.
- Assist other departments with visa applications, air ticket bookings, and related travel arrangements.
- Process and track incoming orders by accurately entering them into the ERP system, and ensure communication with customers and sales reps regarding order status.
- Work closely with the accounts department to manage payment processes for order approvals and releases.
- Collaborate with the warehouse team and sales personnel to facilitate the timely delivery of goods and maintain seamless coordination between departments.
- Oversee sales order management, including accurate order processing, tracking, and monthly reconciliations of sales and EFD data.
- Respond to customer inquiries via phone, email, or chat, providing timely and professional support.
- Handle technical queries from customers, ensuring they receive the necessary information, either electronically or through physical product samples, and direct complex issues to the relevant sales personnel if required.
- Manage the customer service inbox and ensure that all requests are addressed efficiently.
- Collect and analyze customer feedback to identify areas for service improvement and report findings to management.
- Follow up on customer complaints, ensuring prompt resolution and maintaining a high level of customer satisfaction.
- Maintain accurate records of customer interactions, including invoices, delivery notes, and complaints, while ensuring the customer claim register and loading sheets are updated regularly.
- Build and nurture strong customer relationships, fostering loyalty and enhancing the overall customer experience.

Education & Qualifications

- Bachelors degree

- Must have good MS Skills especially Excel & Powerpoint

Requirements

- Minimum of 3-5 years of experience in a customer facing role
- Proven experience in administrative roles (Front Officer, or Administrative Assistant)

Reporting To

- Head of Customer

Driving Licence

Not Required

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