Job Description

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Job Title
Senior Community and Governance Officer - Zanzibar

Job Location
Zanzibar City

Category
-

Job Type
Full Time

Job level
Intermediate

Industry
Real Estate

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Real Estate: 5 Years

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

The Senior Community & Governance Officer is the first point of contact for residents, homeowners, tenants, investors, guests, and visitors. The role is responsible for delivering an exceptional customer experience by managing resident relationships, overseeing governance matters, coordinating case management, and resolving the majority of resident enquiries at the first point of contact. The position ensures that residents receive timely, professional, and solution-oriented support while maintaining the highest standards of governance, communication, and service delivery.

The Senior Community & Governance Officer works closely with Property Management, Finance, Security, Maintenance, Utilities, Landscaping, Sales, and other operational teams to coordinate seamless service delivery across Fumba Town.

Responsibilities

1. Resident Relations & Client Experience

- Serve as the primary contact for all resident, homeowner, tenant, investor, and visitor enquiries.
- Deliver exceptional customer service through professional, courteous, and solution-focused interactions.
- Resolve resident requests at the first point of contact whenever possible.
- Build strong relationships with residents and stakeholders while promoting a positive community environment.
- Welcome new residents and provide orientation on Fumba Town services, procedures, and community guidelines.

2. Community Governance

- Administer and enforce community policies, regulations, and governance procedures.
- Guide residents on governance matters and community obligations.
- Support implementation of governance decisions and community standards.
- Promote compliance through education, communication, and engagement rather than enforcement alone.
- Maintain accurate governance records and documentation.

3. Case Management

- Own resident cases from initiation through resolution.

- Record, prioritise, assign, monitor, and close cases within agreed service levels.
- Coordinate responses across internal departments.
- Escalate complex matters appropriately while maintaining ownership of communication with residents.
- Monitor response times and ensure timely follow-up.

4. Communication

- Prepare resident notices, newsletters, announcements, and community updates.
- Coordinate communication during planned works, emergencies, and service interruptions.
- Maintain accurate communication records.
- Ensure information provided to residents is timely, accurate, and professional.

5. Community Engagement

- Organise resident meetings and community engagement activities.
- Promote positive relationships within the community.
- Collect resident feedback and recommend service improvements.
- Support initiatives that strengthen community participation.

6. Reporting & Administration

- Prepare weekly and monthly reports covering:
  - Resident enquiries
  - Complaint trends
  - Outstanding cases
- Maintain confidential resident records.
- Monitor service performance indicators and recommend improvements.

Education & Qualifications

- Bachelor's Degree in Public Administration, Business Administration, Community Development, Hospitality Management, Law, Communications, or a related discipline.
- Fluent in English and Kiswahili (written and spoken).
- Proficiency in a third language (e.g., French, German, Italian, or Spanish) is considered an added advantage.

Requirements

- Minimum 5 years' experience in customer relations, hospitality, community management, property management, guest relations, or resident services.
- Proven experience managing customer complaints and complex case resolution.
- Experience coordinating multiple stakeholders across different operational departments.
- Demonstrated experience in international context and strong understanding of multicultural environments.

Characteristics

- Outstanding customer service and guest relations skills.
- Strong conflict resolution and negotiation abilities.
- Excellent written and verbal communication skills.
- Professional report-writing capability.
- High level of emotional intelligence and diplomacy.
- Strong organisational and multitasking skills.
- Excellent problem-solving and decision making abilities.
- Proficiency in Microsoft Office and digital case management systems.

Reporting To

Head of Fumba Town Management/ Town Manager

Driving Licence

Not Required

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