



# Job Description

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**Job Title**

Service Quality & Complaint Management Officer

**Job Location**

Dar es Salaam

**Category**

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**Job Type**

Full Time

**Job level**

Intermediate

**Industry**

Telecommunication

**Open to Expatriates**

Only Open to Tanzanian Nationals

## Minimum Requirements

**Min Budget**

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**Max Budget**

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**Primary Industry**

Telecommunication: 3 Years

**Secondary Industry**

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**Primary Category**

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**Secondary Category**

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**Certificate**

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**Qualification**

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## Summary

The Service Quality & Complaint Management Officer is responsible for monitoring service quality, coordinating customer complaint management, tracking service-level performance, and ensuring customer issues are resolved effectively and within agreed timelines. The role will analyze complaints and service failures, identify root causes, coordinate corrective actions, and ensure recurring customer problems are addressed

## Responsibilities

**A. Complaint Management**

- Monitor customer complaints received through all approved channels.
- Ensure complaints are properly recorded and categorized.
- Assign complaints to responsible departments for resolution.
- Track complaints from receipt to closure.
- Ensure customers receive appropriate feedback.
- Escalate unresolved and high-priority complaints.
- Maintain an updated complaint register.

**B. Complaint SLA Monitoring**

- Monitor complaint-resolution times against approved SLAs.
- Identify overdue complaints.
- Follow up with responsible departments on delayed cases.
- Prepare reports showing SLA performance.
- Escalate repeated SLA breaches.
- Recommend improvements to complaint-resolution processes.

**C. Root-Cause Analysis**

- Analyse recurring customer complaints.
- Identify root causes of significant service problems.
- Coordinate investigations with responsible departments.
- Recommend corrective and preventive actions.

- Monitor implementation of agreed actions.
- Verify whether corrective actions reduce repeat complaints.

#### D. Service Quality Monitoring

- Monitor service quality across customer touchpoints.
- Assess compliance with approved customer service standards.
- Identify service-quality gaps.
- Conduct periodic service-quality reviews.
- Work with relevant departments to improve identified weaknesses.
- Maintain service-quality performance records.

#### E. Customer Escalation Management

- Coordinate high-priority and escalated customer cases.
- Ensure sensitive customer issues receive timely attention.
- Maintain escalation records.
- Follow up with departments until escalated cases are resolved.
- Keep the Head of Customer Experience informed of major cases.
- Identify systemic issues requiring management intervention.

#### F. Complaint Trend Analysis

- Analyse complaint volumes and categories.
- Identify products, services, or channels generating high complaint levels.
- Monitor repeat complaints.
- Identify changes in complaint trends.
- Prepare recommendations to reduce customer complaints.
- Share complaint insights with Product, Technical, and Business teams.

#### G. Service Improvement

- Recommend improvements to service processes and standards.
- Participate in improvement initiatives arising from customer complaints.
- Track corrective actions.
- Monitor whether improvements have reduced complaint volumes.
- Support development of customer-service procedures and standards.

#### H. Customer Care Quality Support

- Support monitoring of customer-care quality.
- Review customer handling standards where required.
- Identify gaps in customer communication and service delivery.
- Recommend coaching or process improvements.
- Support implementation of consistent service standards.

#### I. Reporting

- Prepare daily, weekly, and monthly complaint reports.
- Maintain dashboards covering:
  - Complaint volume
  - Complaint categories
  - Resolution rate
  - SLA compliance
  - Outstanding cases
  - Escalated cases
  - Repeat complaints
- Highlight significant customer-service risks.
- Present findings and recommendations to the Head of Customer Experience.

### 3. KEY PERFORMANCE INDICATORS (KPIs)

- Percentage of complaints resolved within SLA.
- Average complaint resolution time.
- Number of overdue complaints.
- Repeat complaint rate.
- Complaint closure rate.
- Number of escalated unresolved cases.
- Reduction in complaints for identified recurring issues.
- Percentage of corrective actions completed on time.
- Service-quality compliance rate.

- Timeliness and accuracy of complaint reports.
- Number of major service-quality issues successfully resolved.

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## Education & Qualifications

- Bachelor's Degree in Business Administration, Customer Service, Marketing, Management, Communication, or a related field.

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## Requirements

- Minimum of 2-4 years of relevant experience in customer service, complaint management, service quality, operations, or Customer Experience.
- Experience in mobile money, banking, fintech, telecommunications, or other high-volume customer service environments will be an added advantage.

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## Characteristics

- Customer focus.
- Strong follow-up.
- Accountability.
- Problem-solving.
- Attention to detail.
- Patience and professionalism.
- Analytical thinking.
- Communication.
- Results orientation.
- Conflict resolution.
- Ability to work under pressure.

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## Reporting To

Head of Customer Experience

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## Driving Licence

Not Required

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