



Job Description

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Job Title Supervisor: Customer Service & Information	Job Location Zanzibar City	Category -
Job Type Full Time	Job level Supervisory	Industry -
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Supervisor: Customer Service & Information will be responsible for allocating staff and managing shift operations, ensuring effective passenger assistance and delivery of high-quality customer service within the terminal.

Responsibilities

- Staff Allocation and Shift Management: Assign staff to service points such as information desks, terminal areas, and passenger support locations.
- Customer Service Supervision: Supervise delivery of customer service to ensure professionalism and adherence to service standards.
- Passenger Assistance Coordination: Ensure passengers receive accurate information and assistance throughout the terminal.
- Shift Reporting and Documentation: Prepare shift reports detailing activities, issues, and performance during the shift.
- Monitoring of Service Areas: Oversee operations at information counters and passenger service areas to ensure smooth functioning.
- Handling Passenger Issues and Complaints: Address and resolve passenger complaints or escalate when necessary.
- Coordination with Terminal Operations and Stakeholders: Work with terminal operations, airlines, and security teams to ensure coordinated service delivery.
- Compliance with Service Procedures: Ensure staff follow customer service procedures and airport policies.
- Training and Guidance of Staff: Provide guidance and support to customer service staff to improve service delivery.
- Incident Identification and Escalation: Identify service-related issues and escalate to management when required.

Education & Qualifications

- Bachelor's degree in hospitality, Business Administration, or related field
- Diploma in Hospitality, Business Administration, or related field
- Training in customer service excellence or hospitality management is an added advantage

Requirements

- 3–5 years' experience in customer service, hospitality, or airport operations roles
- Experience in airport or high passenger volume environments is an added advantage

Characteristics

- Additional languages are an added advantage
- Customer service operations
- Staff allocation and shift management
- Passenger assistance and coordination
- Leadership and team supervision
- Communication and interpersonal skills
- Problem-solving ability
- Ability to manage staff effectively
- Coordination with multiple stakeholders
- Ability to resolve customer issues

Reporting To

Manager

Driving Licence

Not Required

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