



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Winner Service Administrator	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	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

Winner Service Administrator will be responsible:

To ensure that the journey from winning a prize to receiving it is efficient, secure, and profoundly enriching for our winners. With a focus on meticulous validation, personalised support, and responsible prize management, the Winner Service Administrator serves as a guiding hand for our valued winners, reinforcing the integrity of our operations and nurturing a culture of transparency and trust. Through this role, we solidify our dedication to providing an exceptional winning experience that echoes the essence of our lottery's mission and values.

Responsibilities

Winner Service Management:

- Manage the end-to-end process of winner interactions, from initial contact to prize disbursement.
- Verify winner information, identification, and winning ticket details for authenticity and eligibility.
- Ensure compliance with legal and regulatory requirements throughout the prize claim process.
- Provide personalised support to winners, addressing their inquiries, concerns, and needs.
- Collaborate with internal teams to streamline winning processes and enhance customer satisfaction.
- Uphold the responsible gaming ethos by providing resources for responsible financial planning.
- Craft clear, engaging communications for winners, explaining prize claim procedures, requirements, and timelines.
- Coordinate communication channels, ensuring timely and consistent interactions with winners.
- Handle sensitive inquiries and ensure that winners receive accurate prize information.
- Ensure the confidentiality and security of winner data, adhering to data protection regulations.
- Implement measures to safeguard winners' personal and financial information.
- Oversee secure storage and access to winner-related documents and records.
- Coordinate with winners who have agreed to share their stories publicly.
- Gather compelling information and anecdotes for use in PR and marketing materials.
- Ensure winners' stories are accurately and positively represented in public communications.
- Educate winners about responsible gaming practices and provide information on potential risks associated with significant prize winnings.
- Offer resources and advice on responsible financial management and decision-making.

- Facilitate secure and timely disbursement of prize funds to winners using approved methods.
- Collaborate with financial institutions to ensure smooth transactions and adherence to regulations.
- Provide winners with information about tax implications and financial planning resources.
- Gather feedback from winners about their experiences and interactions with the Winner Service team.
- Analyse data to identify areas for process improvement, enhanced customer service, and streamlined operations.
- Ensure that all winner-related processes adhere to legal and regulatory standards.
- Guide compliance with relevant laws, including responsible gaming and financial regulations.
- Handle potential disputes, concerns, or conflicts that may arise during the winning process.
- Mediate and resolve issues to maintain positive winning relationships and protect the lottery's reputation.
- These roles and responsibilities within the Winner Service team collectively contribute to a seamless, responsible, and satisfying experience for winners of the Tanzania National Lottery while upholding the integrity and values of the lottery itself.

Customer Service Administration:

- Liaise with the winner service consultant and engage them in matters regarding the financial gain of the customer.
- Know the products or services of the company thoroughly and be able to draw up different documentation regarding winning customers.
- Supply all documentation and regulations regarding personal or financial problems related to winnings and winners.
- Display strong customer service knowledge on making the person feel comfortable and protected, and ensure these strategies are followed.
- Display high levels of professionalism and courteousness by following up with the winner and ensuring Zamani has catered to the needs and best interests of the winner and provided them with emotional and psychological support.
- Contact winners directly by telephone or other alternatives as required, within specified timescales, to book appointments.
- Follow up with Winning Service Consultant on issues related to the customers.
- Engage with the customer in a manner that gives a positive impression of the organisation.
- Respond promptly to all customer and employer enquiries, concerns and issues.
- Follow up on and keep accurate records of all customer interactions and transactions and ensure any direct requests or unresolved issues are forwarded to the designated Manager for immediate action.
- Provide the winner with the relevant information and access to service providers to ensure that informed decisions can be made on the investments and spending of newly gained financial assets.

Compliance and Record Keeping:

- Ensure that identification checks are carried out on all customers to adhere to and comply with the terms and conditions of winning the LOTTO.
- Verify the winning ticket by checking the authenticity and correctness of the draw date and winning numbers.
- Follow up on and keep accurate records of all customer interactions and transactions and ensure any direct requests or unresolved issues are forwarded to the designated Manager for immediate action.
- Record details of all customer correspondence, including questions, comments or complaints and have details of actions taken and advice provided through the advice line.

Winners Public Relations:

- Public Relations for National Lottery winners plays a crucial role in managing the public image and communication of individuals who have won significant prizes. The PR team ensures that the winners' stories are shared accurately, sensitively, and aligned with the organisation's values.
- Oversee the entire PR strategy and execution for National Lottery winners.
- Develop and maintain relationships with winners and their families, ensuring their comfort and cooperation in sharing their stories.
- Coordinate with internal teams and external partners to ensure consistent messaging.
- Handle media inquiries and arrange interviews for winners, maintaining their privacy preferences
- Provide strategic guidance to the PR team and align efforts with the organisation's overall goals
- Draft press releases, statements, and media pitches related to National Lottery winners.

- Craft compelling narratives highlighting the winners' stories, experience, and the impact of their winnings.
- Collaborate with the PR Officer to develop communication strategies for different types of winners (large jackpots, community projects, charitable donations, etc.).
- Monitor media coverage and social media trends related to the winners and adjust communication strategies as needed.
- Develop a social media strategy to share winners' stories across various platforms.
- Create engaging content, including posts, videos, and graphics, to showcase the winners' experiences and contributions.
- Monitor social media conversations and engage with the audience, addressing questions and comments sensitively.
- Collaborate with the Communications Specialist to ensure consistent messaging across all communication channels.
- Educate winners on privacy considerations and help them understand the potential risks of public exposure.
- Develop guidelines and protocols for protecting winners' personal information and security.
- Work closely with legal teams to ensure privacy laws and regulations compliance.
- Support winners who experience unwanted attention or privacy breaches, managing crises as needed

Education & Qualifications

- **Qualification Required:**

Diploma related to Marketing and Business.

- **Qualification preferred:**

Bachelor's Degree in Business Administration, Marketing or Communications

Requirements

Experience Required:

- 2+ years experience in a customer service environment.

Experience Preferred:

- 4+ years experience in a service administrator-related gaming or lottery industry position.

Characteristics

- Effective communication.
- Total quality management.
- Flexibility.
- Planning and organising.
- Team work.
- Action orientation.
- Accountable

Reporting To

Marketing, PR and winners services manager

Driving Licence

Not Required

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