

## Equity for Tanzania Limited (EFTA)

P.O. Box 7293, Moshi, Tanzania

Tel: +255 (0) 27 27 54696 Email: info@efta.co.tz



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### **EFTA VACANCY – CALL CENTER OFFICER**

**Branch:** HQ DAR

**Department:** Operations

**Position:** Call Center Officer

**Deadline:** 28<sup>th</sup> June 2024.

**Reporting to:** Sales and Marketing Manager.

#### **EFTA Overview:**

EFTA is a fast-growing finance company with a distinctive focus on small enterprises and farmer groups unable to finance their growth from conventional banks. We offer finance exclusively for equipment.

The major difference is that because this equipment gives us security, we do not require any collateral from our customers, which means that we are really pushing the boundaries of who we can lend to. In principle, we can finance the most durable equipment, and our financing to date has covered a broad range of industries including but not limited to agriculture equipment, Transportation, Construction equipment, printing machines and medical labs, etc.

#### **Job Summary:**

The Call Center Officer will be responsible for handling customer inquiries, providing information about company products and services, resolving customer complaints, and processing orders. The incumbent should exhibit excellent communication, customer service, attention to detail, and problem-solving abilities.

#### **Key Responsibilities:**

1. Handle inbound and outbound customer calls and chats using the company's scripts, ensuring customer needs are met promptly and accurately.
2. Manage customer complaints and provide an immediate resolution to customer concerns, while adhering to customer service guidelines.
3. Provide customized product and service information to customers based on their needs and interests.
4. Follow up with customers on pending orders, confirm order details and delivery timelines with them.
5. Maintain accurate customer records by logging interactions and updating customer databases.
6. Collaborate with team members to improve team performance by sharing knowledge and insights.

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7. Any other duties assigned to you by line manager.

### **Key Performance Indicators (KPIs):**

1. Call Quality - Maintain a minimum resolution rate of 90%.
2. Average Handling Time (AHT) - Maintain an average handling time of 4 minutes per call.
3. First Call Resolution (FCR) - Achieve an FCR rate of 80% or more.
4. Customer Satisfaction - Ensure a customer satisfaction rating of at least 90%.
5. Order Processing - Process at least 10 orders per day with accuracy and efficiency.
6. Attendance and Punctuality - Maintain an attendance and punctuality rate of at least 95%.

### **Qualifications:**

1. High school diploma or equivalent
2. A minimum of 1 year of experience in a call center or customer service role.
3. Excellent communication skills, both written and spoken.
4. Ability to multitask, prioritize, and manage time effectively.
5. Good problem-solving and conflict-resolution abilities.
6. Familiarity with computer software and call center equipment.

### **How to apply:**

For all interested candidates kindly visit our website: [www.efta.co.tz](http://www.efta.co.tz) for applications.