

Vacancy: Volunteer experience

Call Centre Agent (3 months)



Ref: 2022-03

The story

Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa and serves - as healthcare social enterprise and through development programmes - the community and the most vulnerable. CCBRT is Tanzania's largest local provider of disability and rehabilitation services in the country. We're committed to empower people with disabilities and their families, improving their quality of life, and ensuring access to medical and rehabilitative treatment. CCBRT has a call centre to ensure that our clients are able to connect with us for any query that they might have as well as feedback that they want to provide.

To strengthen our call centre team, we are looking for volunteer(s) that like to share and expand their skills and experience in call centre work while supporting CCBRT's mission

The role

As part of the call centre team you provide excellent customer care through the CCBRT telephone lines to all CCBRT customers. This includes the provision of information about CCBRT, answer inquiries and questions, handle complaints and facilitate patients bookings. This can also include conducting follow up calls and surveys. You will receive on-the-job training on the topics and the call centre "scripts" when handling different topics and you will be oriented in other standard operating procedures for the call centre, including the documentation.

This volunteer position provides an excellent opportunity to gain more experience in the field of customer care and to learn more about disabilities. This volunteer position is temporarily and does not provide a financial compensation.

The volunteer

- Completed successfully secondary education and has obtained a professional certificate in customer care or counselling and/or marketing.
- Has previous experience in a customer support role
- Has strong phone and verbal communication skills in Swahili and English
- Can demonstrate good written skills with attention to details
- Displays a great customer focus and adaptability to different personality types
- Has the ability to multi-task, set priorities and manage time effectively
- Has proven data entry skills and is proficient with computers
- Is pro-active and eager to learn

If you are interested, please submit your curriculum vitae with 2 references and a cover letter telling us why you believe you are the right person for the role, and why you want to work for CCBRT in particular. We are an equal opportunities employer and encourage people with disabilities to apply. Please send your application via email to: recruitment.ccbrt@ccbrt.org

Please indicate job ref number: 2022-03 | APPLICATION DEADLINE: 14th February 2022

<Our selection process will start as soon as we receive applications>