

CUSTOMER SERVICE MANAGER

INDUSTRY: MANUFACTURING*

HR World Ltd on behalf of our client, we are looking for a customer service manager responsible to driving Customer First value by ensuring that the processes and the teams deliver on the desired customer experience. This involves overseeing the customer service team, ensuring excellent service delivery and efficient processes to meet customer needs and enhance satisfaction, and collaborating with other departments to improve customer experiences.

RESPONSIBILITIES;

- To ensure the SLA Targets are met within planned time, cost and quality norms by ensuring effective utilization of the allocated resources.
- Achieve customer service objectives by contributing customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing quality and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Meet customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Oversee the accurate processing of customer orders, ensuring timely delivery.
- Coordinate with production and supply chain teams to manage lead times and address delays.
- Resolve order discrepancies and ensure invoicing accuracy.
- Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- Determine customer service requirements by maintaining contact with customers;
- Maximize customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, and new techniques; detecting and diagnosing problems.
- Set performance goals and regular performance reviews.

- Participate in recruitment, training and mentorship of customer service representatives
- Serve as the primary point of contact for escalated customer issues.
- Coordinate with other departments (e.g., production, logistics) to ensure timely resolution of customer issues.
- Ensure NPS targets align with broader customer experience and business objectives.
- Use feedback from detractors and work with cross functional departments such as Production, Supply Chain and Credit control etc

QUALIFICATIONS;

- Bachelor Degree in Business Administration or related field.
- A master's degree from a reputable institution will be an added advantage.
- At least 8+ years of experience in similar role

Interested candidates may send their CVS to: career@hrworld.co.tz before 04th June 2025

"Only successful candidates will be contacted"