



Job Description

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Job Title Head of Customer Experience	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Head of Department	Industry Telecommunication
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Telecommunication: 4 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Head of Customer Experience is responsible for developing and leading company's customer experience strategy across all customer touch points, including the company App, USSD, agents, merchants, customer care and other service channels. The role is accountable for improving customer satisfaction, simplifying customer journeys, reducing complaints, improving service quality and ensuring that customer feedback is translated into measurable improvements in products, processes and service delivery.

Responsibilities

Customer Experience Strategy

- Develop and implement the overall company Customer Experience strategy.
- Define customer experience standards across all customer touch points.
- Establish priorities for improving customer satisfaction and service delivery.
- Ensure customer experience objectives support company's business and growth strategy.
- Develop annual and quarterly Customer Experience plans.

Customer Journey Management

- Oversee mapping and improvement of key customer journeys.
- Identify major customer pain points and coordinate corrective actions.
- Ensure customer journeys are simple, clear and convenient.
- Coordinate with Product, Technical, Business and Marketing teams on journey improvements.
- Review customer experience impact before major product and process changes.

Voice of Customer

- Establish and manage Voice of Customer programmers.
- Monitor customer feedback from surveys, customer care, agents, merchants, digital channels and field activities.
- Ensure customer feedback is analyzed and converted into improvement actions.
- Identify recurring customer issues and escalate them to relevant departments.
- Present key customer insights to management.

Customer Satisfaction Measurement

- Establish and monitor customer experience indicators such as:
 - o Customer Satisfaction Score (CSAT)
 - o Net Promoter Score (NPS)
 - o Complaint volumes
 - o Complaint resolution time
 - o Repeat complaint rate
 - o Customer effort
- Set customer experience improvement targets.
- Monitor performance against agreed CX targets.

Service Quality Oversight

- Define service-quality standards across the company customer channels.
- Monitor compliance with customer service standards.
- Review recurring service-quality problems.
- Coordinate corrective actions with responsible departments.
- Escalate significant service-quality issues to management.

Complaint Management Oversight

- Oversee the company's complaint-management framework.
- Ensure complaints are recorded, assigned, investigated and resolved.
- Monitor complaint resolution against approved SLAs.
- Review major and recurring customer complaints.
- Ensure root causes are identified and corrective actions implemented.
- Monitor escalated and unresolved complaints.

Product & Service Improvement

- Represent the customer perspective in product-development activities.
- Participate in reviews of new and existing products and services.
- Ensure customer feedback is considered during product design and enhancement.
- Support User Acceptance Testing from a customer-experience perspective.
- Recommend improvements based on customer behavior and feedback.

Cross-Functional Coordination

- Work with Business, Product, and Technical, Marketing, Operations and Customer Care teams.
- Coordinate cross-functional initiatives affecting customer experience.
- Follow up departments responsible for customer-related corrective actions.
- Ensure customer issues are addressed across the full service journey.

Customer Experience Reporting

- Prepare monthly and quarterly Customer Experience reports.
- Present customer trends, pain points and improvement priorities to management.
- Maintain dashboards for CX performance.
- Monitor implementation of customer experience improvement initiatives.
- Escalate significant customer-experience risks.

Team Leadership

- Lead and supervise the Customer Experience team.
- Set clear performance objectives for team members.
- Review team performance and provide coaching.
- Ensure responsibilities are properly allocated.
- Promote a strong customer-first culture within the company

KEY PERFORMANCE INDICATORS (KPIs)

- Customer Satisfaction Score.

- Net Promoter Score.
- Reduction in customer complaints.
- Reduction in repeat complaints.
- Percentage of complaints resolved within SLA.
- Customer journey improvement completion rate.
- Number of major customer pain points resolved.
- Timeliness of CX reporting.
- Improvement in customer retention and engagement.
- Implementation rate of approved CX recommendations.
- Service-quality compliance rate.

EXPECTED RESULT

The Head of Customer Experience is expected to ensure that company consistently provides a simple, reliable and satisfactory customer experience, with clear visibility of customer issues and strong accountability for resolving them.

The position should drive measurable improvements in customer satisfaction, complaint reduction, and service quality and customer loyalty.

Education & Qualifications

- Bachelor's Degree in Business Administration, Marketing, Customer Experience, Economics, Management or a related field.

Requirements

- Minimum of 5 years of relevant experience in Customer Experience, Customer Service, Service Quality, Operations or related areas.
- At least 2 years in a supervisory or management role is preferred.
- Experience in fintech, banking, mobile money, telecommunications or digital services will be an added advantage.

Characteristics

KNOWLEDGE & SKILLS

- Strong understanding of Customer Experience Management.
- Customer journey mapping.
- Voice of Customer programmes.
- Customer satisfaction measurement.
- Complaint and escalation management.
- Data analysis and reporting.
- Strong leadership and stakeholder-management skills.
- Strong presentation and communication skills.
- Good understanding of digital customer channels.
- Strong problem-solving ability.

CORE COMPETENCIES

- Customer focus.
- Leadership.
- Strategic thinking.
- Analytical thinking.
- Accountability.
- Results orientation.
- Communication.
- Problem-solving.
- Collaboration.
- Decision-making.
- Attention to detail.
- Continuous improvement mindset.

Reporting To

Managing Director / Assigned Director

Driving Licence

Not Required

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