

## SAVA-TECH FINANCIAL SERVICES LIMITED



### Job Advertisement:

**Position:** Customer Service Representative Intern

### Job Brief:

Sava-Tech Financial Services is a microfinance private company duly licensed by the Bank of Tanzania to engage in microfinance operations within Tanzania Mainland, which currently owns and operates a trading name Sava Loan, an online lending platform that aims to provide affordable financial services to African consumers and small businesses who have limited access to financial products from traditional banks. We are seeking a **Customer Service Representative Intern** to join our team. This internship offers a valuable opportunity to gain hands-on experience in the financial services industry.

### RESPONSIBILITIES:

**Customer Support:** Provide exceptional customer service to Sava Loan clients through various communication channels, including phone, email, and live chat.

**Respond to Inquiries:** Address customer inquiries, concerns, and complaints in a timely and professional manner, ensuring a positive customer experience.

**Loan Application Assistance:** Assist customers with the loan application process, and all loan procedures.

**Payment Processing:** Process loan payments, reconcile accounts, and assist customers with payment-related inquiries or issues.

**Sales Assistance:** Assist in all sales efforts by providing product information, and converting leads into customers.

**Account Management:** Support account management activities by maintaining customer records, interactions, transactions, and inquiries.

**Cross-functional collaboration:** Collaborate with other departments, including Operations and Compliance, to address customer needs and resolve issues effectively.

**Customer Education:** Educate customers about Sava Loan products, services, and policies to promote financial literacy and empowerment.

**Perform any other duties assigned by the supervisor.**

#### **QUALIFICATIONS:**

- Bachelor's degree in Business Administration, Finance, Economics, or a related field.
- Strong communication skills, both verbal and written, with fluency in English and Swahili.
- Customer-focused mindset with a passion for delivering exceptional service and resolving customer issues effectively.
- Excellent interpersonal skills and the ability to interact professionally with customers and colleagues.
- Detail-oriented with strong organizational and time management skills.
- Ability to work independently as well as part of a team in a fast-paced environment.
- Proficiency in Microsoft Office applications (Word, Excel, Outlook).

**Location:** Based in Dar es Salaam Office

**To apply click the [google form link](#)**

**Application Deadline:** Applications are due by June 02, 2024

Only qualified shortlisted candidates will be contacted