



# WE ARE RECRUITING

## CONTACT CENTRE & CUSTOMER EXPERIENCE MANAGER

### MAJOR RESPONSIBILITIES

1. Developing objectives for the contact Centre day-to-day activities
2. Conducting effective resource planning to maximize the productivity of resources (people, technology etc.)
3. Collecting and analyzing Contact Centre statistics (sales rates, costs, customer service metrics etc.) as well as customer across all the other customers touch point (walk in clients, social media, website and other platforms)
4. To formulate and implement marketing strategies for the group through;
  - o Customer relationship management Database Development
  - o Competitive Analysis
  - o Crisis Marketing Management
  - o Leveraging Marketplace Opportunities
  - o Claim or close the market share gap from major competition
  - o Develop and maintain relationships and communication with key partners
  - o To manage Corporate Brand
  - o to analyze, identify market trends and administer change

### QUALIFICATIONS

- Minimum requirements
1. A first Degree from a recognized University is a MUST. Additionally, a degree in Commerce or Marketing is an added advantage.
  2. Certificate in Digital Marketing
  3. A minimum of 4 years' working experience in the insurance sector/exposure to insurance products will be an added advantage.
3. MBA/ MSC is an **added** advantage.

### OTHER REQUIREMENTS/COMPETENCES

- o Product knowledge
- o Patient/empathetic
- o Self-control
- o Emotional intelligence
- o Well-spoken at least 2 languages
- o Negotiating skill

**If you meet the above criteria, send on email to [tjasi@doves.co.zw](mailto:tjasi@doves.co.zw)/[gmukundwa@doves.co.zw](mailto:gmukundwa@doves.co.zw) by the 19th of April 2024.**

