

# WE ARE HIRING

## CUSTOMER CARE REPRESENTATIVE

We are looking for a friendly, patient, and professional Customer Care Representative to join our team. The successful candidate will be responsible for handling customer inquiries, resolving issues, and ensuring excellent customer service at all times.

### QUALIFICATIONS & REQUIREMENTS

- Diploma or Degree in Customer Service, Administration courses or a related field
- Previous experience in Customer Service 2 years or more is an added advantage
- Excellent communication and interpersonal skills
- Strong problem-solving abilities
- Basic computer skills
- Ability to work well independently and in a team
- Demonstrating strong proficiency in both spoken and written English

### KEY RESPONSIBILITIES

- Respond to customer inquiries via phone, email, and other communication channels
- Handle customer complaints and provide appropriate solutions
- Provide accurate information about company products and services
- Maintain and update customer records
- Escalate complex issues to the relevant department when necessary
- Follow company policies and customer service standards

Send your CV and a cover letter to [hr@mctv.co.tz](mailto:hr@mctv.co.tz)

For more information, contact:

 0713 567 401

**Deadline 23/02/2026**