



Job Title: Control Room Agent

Location: Dar es Salaam - Tanzania

Purpose

To attend promptly to all calls and clients' cases and to assist with technical & recovery jobs, in accordance with Cartrack policies and procedures. To ensure prompt, efficient and effective support to clients' inquiries.

Key Responsibilities:

- Monitor and respond to incoming events from tracking units by immediately contacting clients to confirm or verify that all is in order with the vehicles.
- Provide support when required for non-streaming issues to clients that call directly to Cartrack.
- Attend to inbound calls from clients testing units or requesting positions on vehicles.
- Escalate complex matters to systems support and IT- Support staff.
- Coordinate all control room recoveries.
- Provide weekly reports to Management.
- Identify anomalies or faults from incoming cases.
- Assist the Technical team during installations.
- Attend to all activities during the shift

Experience Required

- 2 years in Call Centre environment (inbound and outbound)
- Experience in an emergency call centre environment an advantage
- Experience dealing with clients

Qualifications Required

- Diploma in Information Technology

Competencies

- Excellent Communication Skills
- Customer Services Orientated
- Problem Solving Skills
- Attention to Detail
- Excellent command of English

To apply, kindly email your CV to: tanzaniacareers@cartrack.com