

JOB TITLE: Customer Service Officers (3)

JOB GRADE: C3

REPORTS TO: Supervisor Walk-in, Supervisor Contact Centre

DEPARTMENT: Commercial

DUTY STATION: Upcountry Branches

Job Purpose:

Provide customer experience by answering queries and providing support to customers through a variety of means, such as online chats, email, or phone calls and through face-to-face interactions.

Roles and Responsibilities include:

- Identify and evaluate customer needs especially those who walk into the center.
- Record all customer transactions in customer relationship management (CRM) tool.
- Provide advice to customers on the various benefits types offered, the qualification criteria, among others.
- Engage and collaborate with different stakeholders in and out of the fund to facilitate the achievement of departmental and organizational objectives.
- Assess own performance and seek feedback to improve performance.
- Providing counselling to customers especially non qualifying and depressed customers that seem to be in dire need of the money.
- Verifying mobile and web app claims and contact customers with incomplete documentations.
- Visit and receive claims from Very Important Persons that are unable to come to office
- Receive, review and Initiate member claims into the system within expected turn around time for claims received.
- Follow up on all initiated claims to ensure that they have been paid within the specified Turn Around Time as per fund's strategic performance metrics.
- Draft exceptional approval letters for member's whose claims need approval from the Managing Director.
- Direct requests regarding delayed benefits payment and unresolved issues to the benefits team
- Receive and answer customer queries on the different online channels.
- Respond to customer reviews and handle negative reviews.
- Maintain audience experience on online channels.
- Record and capture all customer transactions in the customer relationship management tool.

Education Requirements:

- A bachelors degree in Business studies, Social studies, social work and administration or Hospitality or any related field

- A professional certification or training in customer experience is an added advantage

Work Experience and Skills:

- 2 years experience in customer service in a busy commercial environment
- Fluency in either English, Lugbara, Alur or Swahili is required.

Key Competences:

- Commitment & Integrity
- Proactivity & Innovation
- Getting Work Done
- Relationship Building
- Communicating and Influencing
- Resilience & Resourcefulness
- Thinking and Problem Analysis
- Service Delivery(Advanced)
- Analytics Skill (Intermediate)
- Data management (Intermediate)
- Communication (Basic)
- Process Knowledge (Advanced)

Interested individuals should click the link below to fill the application form: <https://forms.office.com/e/0JiUVSHzJM> and also send copies of their application letter, curriculum vitae and academic qualifications, addressed to the Chief of People and Culture to recruitment@nssfug.org by Friday 01 August 2025

Women are encouraged to apply.

Please note that canvassing or lobbying will lead to automatic disqualification of the candidate, and that providing minimal information or not attaching the required documentation may lead to the disposition of your candidature due to insufficient information provided.