Customer Service Team Leader

JTL-CS-CSTL-09-26 | Customer Service & Support | Contract | Posted on September 26th, 2026 | Closes on September 25th, 2026

We are looking for a competent individual to fill the role of the Customer Service Team Leader; who will be responsible for supervising the Customer Service team, driving performance, and ensuring timely, professional and effective customer support in line with service standards and agreed SLAs. The role provides frontline leadership and coaching, handles escalations, and coordinates with relevant departments to ensure timely resolution of customer issues.

Job Responsibilities

• Supervise the day-to-day activities of Customer Service Representatives.

• Ensure that customer enquiries, requests and complaints are handled professionally and within the agreed SLAs.

• Monitor individual and team performance against agreed KPIs and SLAs.

• Conduct regular coaching and feedback sessions with team members.

• Take ownership of customer complaints escalated by Customer Service Representatives.

• Support customers with issues relating to internet/fibre services, mobile services, installations, billing, accounts, service faults and connectivity, as applicable.

• Monitor the quality of customer interactions and adherence to approved procedures.

• Prepare and submit regular team performance reports to the Head of Department.

• Ensure team adherence to approved Customer Service policies, SOPs and processes.

Role Qualifications

• Bachelor’s degree in Business Administration, Customer Experience, Communications, Marketing, Management or a related field.

• Professional qualification in Customer Experience, Contact Centre Management or a related discipline is an added advantage.

• 5–7 years' relevant experience in Customer Care, Contact Centre Operations or Customer Experience.

• At least 2–3 years' experience in a supervisory or team management role.

• Experience in the telecommunications, ICT, ISP, utilities or other high-volume customer service environment would be preferred.

- Demonstrated experience managing customer service KPIs, SLAs, complaints and escalations.
- Experience managing and developing customer-facing teams.

Location: Jamii Towers

Department: Contact Center

Job Type: contract