

# CCBRT Job Vacancies – Call Center Agents (2 Posts)

## Dar es Salaam

Job reference number: 2026-12EP

Organization: Comprehensive Community Based Rehabilitation in Tanzania (CCBRT)

Number of posts: 2

Application deadline: May 26, 2026

Application email: [recruitment@ccbrt.org](mailto:recruitment@ccbrt.org)

Contact: +255 (0)699 990 000

## About CCBRT

Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa. The organization operates as a healthcare social enterprise and also implements development programmes in the community, especially for vulnerable groups.

CCBRT is committed to preventing lifelong disabilities wherever possible. The organization is also involved in extensive maternal and newborn healthcare activities, including obstetric fistula repairs.

Its Maternity and Newborn Wing serves as a referral centre for high-risk and emergency deliveries in Dar es Salaam and the Eastern Zone of Tanzania.

## Job purpose

To strengthen its call center unit, CCBRT is looking for fresh graduates who are dynamic and have a strong interest in call center services.

The selected candidates will provide call center services at CCBRT under the organization's exposure placement terms and conditions.

## The role

As a Call Center Agent, the successful candidate will be responsible for managing CCBRT hotlines and handling calls from customers, patients, ambassadors, and other stakeholders for various purposes.

### **Key duties and responsibilities include:**

- Answering inquiries and questions from customers, patients, and stakeholders.
- Handling complaints professionally and effectively.
- Troubleshooting problems and providing relevant information.
- Identifying customer needs and clarifying information.
- Investigating issues and providing appropriate solutions.
- Following up customer calls where necessary.
- Building sustainable relationships with customers.
- Engaging customers by going the extra mile.
- Supporting the smooth delivery of call center services at CCBRT.

### **Candidate requirements**

Applicants should have the following qualifications, skills, and attributes:

- Degree or Diploma in Marketing, Business Administration, Mass Communication, or any related field.
- Previous experience in a customer support role.
- Strong phone and verbal communication skills.
- High attention to detail.
- Familiarity with Customer Relationship Management systems and practices.
- Computer literacy.
- Customer-focused mindset.
- Ability to adapt to different personality types.
- Flexibility.
- Ability to multitask.
- Proactive attitude.
- Eagerness to learn.
- Terms and conditions
- The position is offered under CCBRT exposure placement terms and conditions.

### **Application instructions**

Interested applicants should submit the following documents:

- Curriculum vitae.
- Cover letter explaining why they believe they are the right person for the role.
- Two references.

Applications should be sent by email to: [recruitment@ccbrt.org](mailto:recruitment@ccbrt.org)

Applicants must indicate the job reference number: 2026-12EP

## **Selection process**

Shortlisted candidates will undergo:

- An interview.
- An additional assessment.
- The selection process may commence upon receipt of suitable applications.

## **Equal opportunity statement**

CCBRT is an equal opportunities employer and encourages people with disabilities to apply.

## **Important notice**

CCBRT does not request or accept money from applicants as part of its recruitment process.