

RELATIONSHIP OFFICER: BRANCH CUSTOMER SERVICE:**1 post**

	JOB PROFILE
Job Title:	RELATIONSHIP OFFICER- BRANCH CUSTOMER SERVICE
Job Reference	TSCCS/B.C.S.8/10/2026
Department:	OPERATIONS
Reporting to:	BRANCH MANAGER
Location	TOWER SACCO BRANCH
	JOB PURPOSE
Responsible for providing the highest customer service by interacting with customers through telephone, emails or social media in order to respond to their inquiries and concerns, process their requests, and resolve their complaints. The officer will be expected to build sustainable relationships of trust through open and interactive communication.	
	JOB DESCRIPTION
➤ Build sustainable relationships of trust through open and interactive communication by going above and beyond with customer service ensuring that all queries/complaints are handled appropriately. ➤ Handle customer complaints, provide appropriate solutions and alternatives within the set time limits, follow up to ensure resolution. ➤ Maintain ownership of calls/emails throughout the lifecycle of a caller's request including follow-ups with escalation team. ➤ Resolve product or service problems by clarifying the customer's complaints, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution. ➤ De-escalate situations involving dissatisfied customers, offering patient assistance and support. ➤ Use the opportunity to cross-sell all other products and services offered by the SACCO in order to maximize revenues while enhancing customer's satisfaction levels. ➤ Guide the customers calling through troubleshooting, navigating the SACCO's site or using the products and services. ➤ Collaborate with internal teams to create landing pages and optimize user experience. ➤ Keep record of customer interactions by maintaining a daily record of problem and remedial actions taken using the Call-Centre database. ➤ Meet qualitative targets and achieve all objectives for service delivery ➤ Keep an up to date complaint register and keep track of complaints in order to take appropriate action. ➤ Maintain an orderly work flow according to priorities. ➤ Maintain data integrity	
	PREFERRED QUALIFICATIONS
➤ CCP II/CPA II/CIFA II or Diploma in Public Relations, Business management, Cooperative Management, Accountancy/finance & Banking a diploma in relevant field/Bachelor's degree in public relations, finance, accounting, or any other related field. ➤ K.C.S.E. Mean grade C (Plain) with C (plain) in English & Mathematics ➤ Those with experience of 3 years and above in customer care/ front office will have an added advantage.	

	PERSON SPECIFICATIONS
➤ Age above 24 years. ➤ Excellent communication and interpersonal skills ➤ Customer focused ➤ Team player ➤ Be of exemplary integrity and honesty ➤ Excellent organization skills	

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Candidates who will have applied will receive an email informing them whether they will proceed or not to the next recruitment level of being shortlisted /interviewed.