

# Vacancy: Volunteer experience

## Call Centre Agent (3 months)



Ref: 2022-03

### The story

Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa and serves - as healthcare social enterprise and through development programmes - the community and the most vulnerable. CCBRT is Tanzania's largest local provider of disability and rehabilitation services in the country. We're committed to empower people with disabilities and their families, improving their quality of life, and ensuring access to medical and rehabilitative treatment. CCBRT has a call centre to ensure that our clients are able to connect with us for any query that they might have as well as feedback that they want to provide.

*To strengthen our call centre team, we are looking for volunteer(s) that like to share and expand their skills and experience in call centre work while supporting CCBRT's mission*

### The role

As part of the call centre team you provide excellent customer care through the CCBRT telephone lines to all CCBRT customers. This includes the provision of information about CCBRT, answer inquiries and questions, handle complaints and facilitate patients bookings. This can also include conducting follow up calls and surveys. You will receive on-the-job training on the topics and the call centre "scripts" when handling different topics and you will be oriented in other standard operating procedures for the call centre, including the documentation.

This volunteer position provides an excellent opportunity to gain more experience in the field of customer care and to learn more about disabilities. This volunteer position is temporarily and does not provide a financial compensation.

### The volunteer

- Completed successfully secondary education and has obtained a professional certificate in customer care or counselling and/or marketing.
- Has previous experience in a customer support role
- Has strong phone and verbal communication skills in Swahili and English
- Can demonstrate good written skills with attention to details
- Displays a great customer focus and adaptability to different personality types
- Has the ability to multi-task, set priorities and manage time effectively
- Has proven data entry skills and is proficient with computers
- Is pro-active and eager to learn

If you are interested, please submit your curriculum vitae with 2 references and a cover letter telling us why you believe you are the right person for the role, and why you want to work for CCBRT in particular. We are an equal opportunities employer and encourage people with disabilities to apply. Please send your application via email to: [recruitment.ccbrt@ccbrt.org](mailto:recruitment.ccbrt@ccbrt.org)

Please indicate job ref number: 2022-03 | APPLICATION DEADLINE: 14<sup>th</sup> February 2022

<Our selection process will start as soon as we receive applications>

# Vacancy – 6 months Skills Training

## Skills trainee in Technical Support & Development

Ref: 2022-T001



Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa and serves - as healthcare social enterprise and through development programmes - the community and the most vulnerable. CCBRT is Tanzania's largest local provider of disability and rehabilitation services in the country. We're committed to empower people with disabilities and their families, improving their quality of life, and ensuring access to medical and rehabilitative treatment. Committed to preventing lifelong disabilities wherever possible, CCBRT is also engaged in extensive maternal and newborn healthcare (MNHC) activities including obstetric fistula repairs. The CCBRT Academy provides training to health care professionals.

CCBRT runs a **Skills Training Programme** allowing people who completed their professional education to be exposed and gain skills and work experience for a fixed period of 6 months as a *skills trainee*.

*Within CCBRT's department for Innovation & Business Analysis, we have a trainee position free from 1<sup>st</sup> March 2022 for an enthusiastic and qualified graduate interested to enhance his/her skills in practical Technical Support and Development*

### Exposure

During the placement period, the trainee will:

- Learn how to Troubleshoot technical computer systems issues
- Learn how to Diagnose and repair computer systems and networks
- Learn how to resolve network related issues
- Learn how to plan service management and delivery in an enterprise IT environment
- Learn how to communicate with customers to quickly get the root cause of their technical problems
- Learn how to maintain computer hardware and manage inventory

The trainee will be supervised and coached by the Head of Innovation & Business Analysis

### The Trainee

- has a degree in Information Technology / Computer Science / Computer engineering
- Is proficient with computer systems and IT networks
- Has the ability to multitask, knows how to prioritise and has a hands-on mentality
- Has exceptional communication skills

Work placement trainees are not paid. A small monthly stipend is provided to contribute to transport costs.

If you are interested, please submit your curriculum vitae with 2 references and a maximum 1-page covering letter telling us why you believe you are the right person for the role, and why you want to work for CCBRT in particular. We encourage qualified Tanzanians as well as people with disabilities to apply. Please send your application via email to: [traineeprogramme@ccbrt.org](mailto:traineeprogramme@ccbrt.org)

**Please indicate reference number: 2022-T001 | Deadline for applications: 15<sup>th</sup> February 2022**  
**(selection process is ongoing so assessment might commence upon receipt of suitable applications)**

# Vacancy – 6 months Skills Training

## Skills trainee in System & Database Administration

Ref: 2022-T002



Comprehensive Community Based Rehabilitation in Tanzania (CCBRT) aims to be the leading provider of accessible specialized health services in Africa and serves - as healthcare social enterprise and through development programmes - the community and the most vulnerable. CCBRT is Tanzania's largest local provider of disability and rehabilitation services in the country. We're committed to empower people with disabilities and their families, improving their quality of life, and ensuring access to medical and rehabilitative treatment. Committed to preventing lifelong disabilities wherever possible, CCBRT is also engaged in extensive maternal and newborn healthcare (MNHC) activities including obstetric fistula repairs. The CCBRT Academy provides training to health care professionals.

CCBRT runs a **Skills Training Programme** allowing people who completed their professional education to be exposed and gain skills and work experience for a fixed period of 6 months as a *skills trainee*.

*Within CCBRT's department for Innovation & Business Analysis, we have a trainee position free from 1<sup>st</sup> March 2022 for an enthusiastic and qualified graduate interested to enhance his/her skills in practical Systems & Database Administration*

### Exposure

During the placement period, the trainee will:

- Work with enterprise software and database to enhance optimum performance
- Troubleshoot enterprise business information system
- Learn how to develop database queries to extract data and create reports
- Assist with database design and development
- Assist with maintaining and administering database and business applications
- Learn on business applications and business processes
- Assist with extracting requirements for new systems developments and improvements

The trainee will be supervised and coached by the Head of Innovation & Business Analysis

### The Trainee

- has a degree in Information Technology / Computer Science / Computer engineering
- Is proficient with computer systems and IT networks
- Has the ability to multitask, knows how to prioritise and has a hands-on mentality
- Has exceptional communication skills

Work placement trainees are not paid. A small monthly stipend is provided to contribute to transport costs.

If you are interested, please submit your curriculum vitae with 2 references and a maximum 1-page covering letter telling us why you believe you are the right person for the role, and why you want to work for CCBRT in particular. We encourage qualified Tanzanians as well as people with disabilities to apply. Please send your application via email to: [traineeprogramme@ccbrt.org](mailto:traineeprogramme@ccbrt.org)

**Please indicate reference number: 2022-T002 | Deadline for applications: 15<sup>th</sup> February 2022  
(selection process is ongoing so assessment might commence upon receipt of suitable applications)**