



VACANCIES

The Eastern and Southern African Management Institute (ESAMI) is a leading provider of high-quality management training, research, and consultancy services worldwide. With a footprint in 52 countries in Africa and service outreach expanding to New Delhi, UAE, Istanbul, Kuala Lumpur and Singapore, the Institute is re-imagining and redefining the future workforce.

ESAMI seeks the services of a suitably qualified person to fill the following internship positions:

CLIENT REALTIONSHIP OFFICER INTERN, ESAMI Dar es Salaam Office, Tanzania.

The Client Relationship Officer Intern will provide administrative, programme coordination and client support services to facilitate smooth and efficient operation of ESAMI programmes. The Intern will contribute to effective service delivery, positive client experiences and the maintenance of productive relationships with participants, students, consultants and other stakeholders.

Duties and Responsibilities

1. Client Support and Engagement

- Serve as the point of contact for programme participants, students and clients by responding to enquiries and providing accurate information about ESAMI programmes and services.
- Manage client registration processes, including processing applications, confirmations, and conducting necessary follow-ups.
- Maintain high levels of client satisfaction by addressing client needs and concerns promptly and professionally.
- Coordinate programme logistics including classes, workshops, and related events.
- Prepare and distribute programme materials including timetables and other relevant documentation.
- Collect, analyze, and respond to participant feedback to support continuous improvement in programme quality and service delivery.
- Conduct regular follow-ups with clients to assess their satisfaction and identify opportunities for upselling or cross-selling.

- Organize and participate in client events, webinars, and other engagement activities.

2. Coordination of ESAMI Programmes

- Support all applicants to ESAMI programmes, including issuing admission letters to those attending executive training programmes
- Receive, collate and submit MBA applications to the ESAMI Business School
- Distribute class and exams timetables, academic results and other relevant information to participants and students.
- Provide administrative and logistical support to consultants, lecturers and participants and students at programme venues.
- Maintain accurate and up-to-date database of participants and students enrolled in ESAMI programmes.
- Prepare and submit participant lists for the processing of certificates.
- Compile Adjunct lecturers' teaching materials and supporting documentation and submit them for payment processing.
- Support the administration and invigilation of examinations
- Ensure the secure custody of examination papers and answer scripts and facilitate their timely dispatch to ESAMI Headquarters
- Coordinate with Business school on thesis defense schedule and related arrangements
- Manning the office library and maintain accurate inventory of library books and other learning materials.

3. Office and Administrative Support

- Plan and schedule meetings with clients as directed by the Country Manager and prepare accurate minutes of meetings
- Make travel arrangements and coordinate venue and hotel bookings for all programmes and other official activities
- Support the Country Manager in organizing marketing and client engagement events
- Gather and provide relevant market intelligence and client feedback to the Country Manager
- Maintain the office asset register and ensure that the office assets and equipment are properly recorded.
- Monitor and supervise service providers to ensure that the offices are maintained up to the required standards.
- Organize and schedule appointments, meetings, and events including coordinating calendars and making necessary arrangements.

- Develop and maintain a effective electronic and physical filing to facilitate the secure storage and timely retrieval of information.
- Support the management of office supplies, stationery and inventory required for programme and office activities
- Perform any other duties that may be assigned by the Country Manager

Qualifications and Experience

- Bachelor's degree in business administration, business management, Public Relations, Customer Service, or any other related field. *Only those with a First Class and Upper Second Class will be considered.*
- At least Six months of relevant experience in client services, program coordination, or administrative support.
- Proficiency in Microsoft Office applications and office management systems.

Competencies and Skills

- Communication and Interpersonal Skills
- Attention to detail
- Problem-solving skills
- Demonstrated planning, organization and coordination skills
- Ability to multitask and manage competing priorities
- Demonstrated professionalism and customer service orientation.
- Ability to work independently and as part of a team.
- Proven experience in customer service

How to Apply:

Interested candidates are invited to submit the following:

1. Current CV or resume.
2. A cover letter outlining their interest in the position and how they meet the qualifications.
3. A copy of their academic certificates and transcripts.
4. Copies of other testimonials

Applications be submitted through email: jobs@esami-africa.org.

Only applications received through the above email will be considered

Closing Date: 19 September 2026