



1 in 4 people do not have access to electricity

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.

JOB DESCRIPTION: COUNTRY RETENTION MANAGER

Job Location: Uganda

Reporting to: Country Customer Experience Head

Position Description

The Country Retention Manager is responsible for strategy implementation of the customer retention agenda in the country. This will focus on driving achievement of Delinquency & Collections KPI's through the implementation/adoption of customer retention approach, which should be achieved through robust Portfolio Health Management approach & analytics on customer profiling and segmentation. The overall aim is to drive increase in customer collections and early repayments of PAYGO products

R&Rs

- Ensure the implementation of the global Retention Strategy in the Country
- Design, Implement and drive all types of Retention campaigns
 - Collections,
 - PTE,
 - FPD,
- Delinquency and any key campaigns planned or adhoc
- Responsible Daily, weekly and monthly data collation, analysis, tracking and reporting
- Responsible for meeting the objectives and targets of each campaign
- Measure and report to management impact of all Retention activities in the business case.
- Key resource for customer insight and behavioural trends.
- Conducting regular and ad-hoc “deep-dive” analysis to shed light on observed trends that may not be immediately understood
- Track customer issues through Inbound, outbound, Business desk and all customer touch points to ensure any customer issues that may result in inactivity are highlighted and resolved.
- Liaise with Call centre manager to ensure execution excellence for all retention outbound campaigns/calls on Welcome, FPD, Health, collections, delinquency and any other campaigns to drive KPI's
- Develop goals that complement the overarching business goals of the company and coordinate staff to continually meet and exceed goals.



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- Maintain contact with the Field retention teams to stay abreast of market place activities to be included in report narratives (the why)

Desired Skills and Experience

- Degree in Business related subject and/or equivalent work experience.
- Minimum of 5 years direct experience managing retention & customer care initiatives and collaborating with key functions (marketing, finance, business support) in deploying marketing campaigns & retention activities to drive collections
- Must have exceptional interpersonal skills.
- Must have excellent computer skills.
- Excellent time management and multi-tasking skills.
- Must have strong negotiation and persuasion skills.
- Must have strong math & excellent analytical skills
- Must be able to effectively prioritize tasks
- Must have excellent verbal and written communication skills.
- Must have strong problem solving and decision-making skills.
- Must have good critical thinking skills and exercise sound judgment.

How To Apply

Candidates who meet the requirements should submit their CV and Cover Letter to recruitment.uganda@dlight.com by November 4th 2019.

