



*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: CUSTOMER EXPERIENCE TRAINER**

- Job Location:** Kenya
- Reporting to:** Training Manager
- Job Tier Level:** Level 2A
- Business Travel Needs:** Minimal travel

### Position Description

To build, develop and deliver a training program for d.light customer experience teams to equip the teams with Knowledge, capacity and tools to improve performance and deliver customer satisfaction whilst adhering to the d.light mission and core values of the business.

### R&Rs

- Conducts regular training needs analysis in order to determine the most relevant and cost effective training solutions for sales teams and the Service Center team that will improve individual / team knowledge, skills and in turn business performance
- Works with the HRM / Heads of Sales / Regional Business Managers to identify the training requirements tailored to the business needs and individual PDP's; determines the priorities and plans a 6 month rolling cycle to create a Regional training calendar
- Contributes to the design, development and production of training materials, documents and manuals to ensure consistency and quality of content and delivery to meet the specific needs of the regional training program.
- Provides coaching and development to the sales team and Service center staff to ensure effective implementation of all new and existing field and classroom based training programs
- Assists with the induction and training for new regional staff; works with the Regional Business Manager to ensure quality standards are met, identify any immediate training needs and provides the appropriate training



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- Evaluates and reviews training materials and tools utilized on the regions, updates as appropriate to ensure maximum effectiveness.
- Works closely with the Regional Business Managers to ensure thorough implementation and evaluation of the training programs

### Decision Making Parameters

- Acts independently when providing coaching and feedback to others
- Learning needs assessment and the design / delivery of the training programs will be achieved through working with the Customer Experience Manager and the Training Manager.
- Most training initiatives and products require buy-in and sign-off by the Line Manager
- Advance approval is required from the Line Manager for all training expenditure

### Desired Skills and Experience

- Experience of designing, developing and delivering training program
- Experience of conducting training needs analysis
- Excellent presentation and facilitation skills
- Excellent written and verbal communication skills
- Ability to build relationships with internal and external partners
- Ability to use MS office applications – PowerPoint, Word, Excel & Outlook
- High attention to detail
- Well developed coaching skills
- Excellent organization skills - able to prioritize
- Flexible and adaptable approach

### Competencies

**People and Team Development:** Demonstrates inspirational leadership that motivates and engages others. Leads and develops high performing teams where everyone feels valued and contributes to the continued success of the organization. Acts as a role model; inspires people to act.

**Drive Results:** Translate strategy into action and drives tenaciously and innovatively for outstanding results. Displays creativity in avoiding problems, reacting quickly and decisively to deal with risks and opportunities.



1 in 4 people do not have access to electricity



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**Relationship Management:** Develops and maintains effective collaborative relationships and networks with strategic contacts

**Ownership:** Takes personal responsibility for performance. Champions continuous improvement and inspires others to deliver whilst balancing risk, business competitiveness and customer satisfaction.

**How to Apply**

Candidates who meet the requirements should submit their CV and cover letter to:

[recruitment.kenya@dlight.com](mailto:recruitment.kenya@dlight.com) before 31<sup>st</sup> October 2019.

**About d.light**

Founded in 2007 as a for-profit social enterprise, d.light manufactures and distributes award-winning solar products designed to serve the more than 2 billion people globally without access to reliable electricity. With operations across Africa, Asia and the Americas, d.light has impacted close to 100 million lives with its products and solar solutions. For more information, visit

[www.dlight.com](http://www.dlight.com)

