



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: OUTBOUND RETENTION SUPERVISOR

- Job Location:** Kenya
- Reporting to:** Assistant Manager Retention - Outbound, Kenya
- Job Tier Level:**
- Direct Reportees:** Customer Experience Agents

Position Description

The incumbent will be responsible for ensuring delivery of retention objectives by planning and managing all Outbound Call Centre activities, to meet the contract rates per campaign with a view to enhancing customer experience.

R&Rs

- Ensure availability of the Outbound call centre agents
- Focus on coaching, sales and collection efforts to drive uptake of products and customer knowledge
- In partnership with retention, come up with standard FAQ's and approach to campaigns to be achieved
- Plan and optimise resources needed to meet company defined service standard
- Conduct Real-time monitoring on a continuous basis and coaching of staff
- Provide hands-on support and guidance to the teams ensuring they deliver the required customer experience, quality of service and campaign targets
- Communicate, monitor and maintain performance standards
- Identify areas for development to ensure continuous improvement
- Ensure resolution of escalated customer queries and complaints through Business Desk
- Identify opportunities to improve product and service offerings based on the voice of the customer
- Contribute and identify areas for improvement and enforcement of processes and procedures;
- Identify, accumulate and analyse statistics that reflect on team's performance
- Continuously assess the technical competence of the team and take steps to develop their knowledge and skills for effective service delivery
- Provide regular defined reports and initiatives to improve performance
- Develop and maintain motivation plans to enhance productivity of teams and morale
- Attend regular meetings to discuss performance, challenges and remedial plans vs. Voice of customer needs



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KPIs

- Collections Management
- Delinquency Management
- Outbound Operations & Support
- Learning & Development: Team coaching and Mentoring
- Reporting Compliance: Agent and campaign performance reports, Call Center processes compliance drive
- Any other outbound KPIs as outlined based on each campaign

Desired Experience

- Minimum degree in social sciences or a business-related field
- Experience at technology-oriented service firms; Mobile telephony, BPO call centers is a must.
- An additional focused Call Centre qualification and/or Diploma in Customer Services Management will be an added advantage
- 5 years of working experience in a Call Centre or in the Service Industry with some supervisory level exp.
- Sales skills and experience advantageous within call centre or service sector
- Excellent interpersonal skills and Ability to motivate to produce results
- Excellent oral and written communication skills
- Dependability and adaptable
- Multi-tasking skills and good administrative ability

Knowledge

- Sales or Customer service & retention procedures and standards
- Product and service knowledge
- Business processes
- System knowledge
- Team management
- Performance management
- Call Centre Industry knowledge (advantageous)
- Digital Media space Understanding an added advantage
- Market and customer trends knowledge
- Working with Billing systems and understanding (end user experience)
- Good standard operating procedures knowledge
- Technical Knowledge (service supporting experience)



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Skills and Competencies

- Coaching, Mentoring and leadership
- Written and Verbal communication (letter writing, report writing)
- Computer skills (MS Word, Excel, PowerPoint)
- Problem solving and decision making
- Team player
- Self-Driven and open to change
- Planning and organizing
- Attention to detail
- Team building and motivation
- Interpersonal skills
- Influencing skills / Numeracy skills

How to Apply

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

recruitment.kenya@dlight.com before 4th February, 2020.

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.

