



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: CUSTOMER EXPERIENCE AGENTS

Job Location: Nairobi, Call Centre
Reporting to: Outbound Supervisor
Job Tier Level:

Position Description

The jobholder will be responsible for contacting clients and collecting outstanding payments with the aim of reducing the delinquency numbers for the business.

R&Rs

- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Find and contact debtors' clients to arrange debt payoffs
- Take actions to encourage timely debt payments
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status

KPIs

- Ensure collections are in line with set targets.
- High Collection Effectiveness Index
- High Collection Percentage



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.

Desired Experience

- Diploma in Customer Services Management and / or an additional focused Call Centre qualification will be an added advantage
- 2 years of working experience in a Call Centre or in the Service Industry
- Sales skills and experience advantageous within call centre or service sector
- Experience at technology-oriented service firms; Mobile telephony, BPO call centers, etc. will be advantage
- Familiarity with laws related to debt collection
- Demonstrate good customer service skills while dealing with customers.

Skills and Competencies

- Excellent communication skills; strong written, verbal, active listening and phone communication.
- Computer skills (MS Word, Excel, PowerPoint)
- Problem solving and decision making
- Patience and ability to manage stress
- Comfortable working with targets
- Team player
- Self-Driven and open to change
- Planning and organizing
- Attention to detail
- Interpersonal skills
- Influencing skills / Numeracy skills
- Skilled in negotiation
- Strong problem-solving skills.



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.

How to Apply

Candidates who meet the requirements should submit their CV and cover letter to:
recruitment.kenya@dlight.com before 11th August, 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.

