



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: TERRITORY RETENTION EXECUTIVE

Job Location: Countrywide
Reporting to: Territory Retention Manager
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

Desired Skills and Experience

- High school diploma or degree in a related field. Proven experience as a Collection Specialist or similar role will be an added advantage



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- Knowledge of billing procedures and collection techniques
- Familiarity with laws related to debt collection
- Demonstrate good customer service skills while dealing with customers.
- Strong written, verbal, active listening and phone communication skills.
- Patience and ability to manage stress
- Comfortable working with targets
- Excellent communication skills (written and oral)
- Skilled in negotiation
- Problem-solving skills
- Strong problem-solving skills.
- Passion for social enterprise, development of people and environment benefits.

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.

