



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: TELESALES AGENT

Job Location: Kenya
Reporting to: Telesales Supervisor
Job Tier Level:
Direct Reportees:

Position Description

The aim is to ensure retention and acquisition of high value customers through telesales. We are looking for an enthusiastic **Telesales Agent** to contribute in generating sales for our company. Will be responsible for closing sales deals over the phone and maintaining good customer relationships.

They must be comfortable presenting products or services over the phone as well as dealing with complaints and doubts. The goal is to help the company grow by bringing in customers and developing business.

R&Rs

- Contacting potential or existing customers to inform them about a product or service using scripts
- Answering questions about products or the company
- Asking questions to understand customer requirements and close sales
- Contact potential or existing customers to inform them about a product or service using scripts
- Answer questions about products or the company
- Ask questions to understand customer requirements and close sales
- Direct prospects to the field sales team when needed
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales

KPIs

- Ensure customer feedback is relayed back to the line manager on time.
- Any other outbound KPIs as outlined based on each campaign



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Desired Experience

- Minimum diploma in Sales, Marketing or a business-related field
- Substantial experience (at least two years) working in a telesales environment will be an added advantage
- 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
- Proven track record of successfully meeting sales quota preferably over the phone
- Excellent knowledge of English
- Excellent communication and interpersonal skills
- Cool-tempered and able to handle rejection
- Outstanding negotiation skills with the ability to resolve issues and address complaints

Knowledge

- Strong customer focus with exceptional customer relations skills.
- Understanding of key commercial and service metrics and data, able to produce Management reports and manage staff against metrics as appropriate
- Agility, speed of response, positive engagement in challenges, change and innovation and strategy planning
- Working with Billing systems and understanding (end user experience)
- Team and Performance Management skills
- Excellent oral and written communication skills
- Market and customer trends knowledge
- Excellent interpersonal skills and Ability to motivate to produce results
- Excellent oral and written communication skills
- Multi-tasking skills and good administrative ability
- Dependability and adaptable

Skills and Competencies

Ownership: Takes personal responsibility for their own/ team's performance. Champions continuous improvement and inspires others to deliver whilst balancing risk, business competitiveness and customer satisfaction.

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



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Judgement and decision making: Demonstrate an ability to analyse and interpret complex business decisions or recommendations. Cope well with uncertainty and provides clarity and direction to others combined with effective decision making in both the short term and long term

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 organisation. Acts as a role model; inspires people to act.

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.

