



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: Agency Collection Manager**

**Job Location:** Nairobi

**Reporting to:** Head of Collection, Kenya

**Job Tier Level:** C2

**Direct Reportees:**

### **Position Description**

The Agency Collection Manager is responsible for overseeing the strategy implementation of the customer retention agenda across the regions. This will focus on driving achievement of Delinquency & Collections KPI's through the implementation/adoption of customer retention approach which should be achieved through robust Portfolio Health Management approach & analytics on customer profiling and segmentation. The overall aim is to achieve an increase in customer collections and early repayments of PAYGO products.

### **R&Rs**

- Oversee the overall implementation of the d.light retention strategy
- Design, manage, Implement and drive Retention activities and campaigns, thus, Collections, Delinquency and any key campaigns planned or adhoc,
- Responsible for analytical based daily, weekly and monthly, tracking and reporting of all retention metrics,
- Measure and report to senior management impact on all Retention activities and campaigns,
- Responsible for forecasting all customers' behavior/movements and accountable for all implemented customer strategies/campaigns based on set objectives and targets,
- Develop, implement, measure and report all collection and delinquency initiatives and campaigns to drive retention,
- Conducting regular and ad-hoc "deep-dive" analysis to shed light on observed trends that may not be immediately understood,
- Track customer issues through Inbound, outbound, Business desk and all customer touch points to ensure any customer issues that may result in inactivity are highlighted and resolved,
- Develop goals that complement the overarching Portfolio Health company goals and coordinate all functions to continually meet and exceed them,
- Manage the field retention operations by ensuring that the teams stay abreast of market place activities to be included in report narratives (the why) and support on the retention activities and campaigns.



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## **KPIs**

- Oversee the deployment of retention campaigns as per approved project milestones (time, cost and scope)
- Ensure the attainment of the set retention KPI's notably:
  - Regional collection targets,
  - FPD,
  - Delinquency.

## **Desired Skills and Experience**

- Degree in Business related subject and/or equivalent work experience,
- Minimum of 4 – 6 years' direct experience managing collection, retention & customer care initiatives and collaborating with key functions (Marketing, Finance, Business support) in deploying marketing campaigns & retention activities to drive collections,
- Preferably from a Microfinance background and with exceptional stakeholder's management skills,
- Demonstrated negotiation and monitoring skills in managing 3rd party vendors,
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality,
- Excellent communication, computer, math, analytical, and strong problem solving and decision-making skills,
- Excellent organizational and time-management skills,
- Passion for social enterprise, development of people and environmental benefits.

## **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 **29<sup>th</sup> June, 2021**.

## **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)

