



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 TRAINER

Job Location: Kenya

Reporting to: Director, Customer Experience

Job Tier Level:

Business Travel Needs: Minimal travel

Position Description

The job holder will be tasked to build, develop and deliver a training program for d.light customer experience teams to equip the teams with Knowledge, capacity and tools to improve performance and deliver customer satisfaction whilst adhering to the d.light mission and core values of the business.

R&Rs

- Conducts regular training needs analysis in order to determine the most relevant and cost effective training solutions for Customer Experience teams and the Service Center team that will improve individual / team knowledge, skills and in turn business performance
- Contributes to the design, development and production of training materials, documents and manuals to ensure consistency and quality of content and delivery to meet the specific needs of the customer experience training program.
- Provides coaching and development to the customer experience team and Service center staff to ensure effective implementation of all new and existing training programs.
- Assists with the induction and training for new d.light staff; works with different business heads to ensure quality standards are met, identify any immediate training needs and provides the appropriate training.
- Design and assessing of testing tools to be used during trainings.
- Facilitate training of all d.light products, systems and processes as well as facilitating of peer-peer learning.



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- Evaluates and reviews training materials and tools utilized on the department, updates as appropriate to ensure maximum effectiveness.
- Understands the needs of business to ensure legal compliance training is organized and delivered cost effectively e.g. health and safety training.
- Facilitation of Training of Trainers (TOT) for both inhouse and outsourced teams.
- Coaching and development of Customer Experience and Service Center teams.
- Design and management of training calendar and logs, Training process SOPs as well as ensuring that training materials are available.
- Maintain records of all training conducted.

KPI's

- Total Hours of Trainings.
- Training penetration rate.
- Training impact

Desired Skills and Experience

- Minimum degree in Human Resource Management, Social Sciences, or a degree in any other business related field from a recognized institution.
- A substantial experience of not less than 2 years working in the learning and development field/ environment will be an added advantage.
- Demonstrate previous training experience within Call Centre or service sector.
- Experience at technology-oriented service firms; Mobile Telephony, BPO Call Centers, etc. Will be an advantage.

Knowledge

- Experience in designing, developing and delivering training programs.
- Experience of conducting training needs analysis
- Excellent presentation and facilitation skills
- Excellent written and verbal communication skills
- Ability to build relationships with internal and external partners
- Ability to use MS office applications – PowerPoint, Word, Excel & Outlook
- High attention to detail
- Well-developed coaching skills



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- Excellent organization skills - able to prioritize
- Flexible and adaptable approach

Decision Making Parameters

- Acts independently when providing coaching and feedback to others
- Learning needs assessment and the design / delivery of the training programs will be achieved through working with the Customer Experience Manager and the Training Manager.
- Most training initiatives and products require buy-in and sign-off by the Line Manager
- Advance approval is required from the Line Manager for all training expenditure

Competencies

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

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.

Relationship Management: Develops and maintains effective collaborative relationships and networks with strategic contacts

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

How to Apply



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

recruitment.kenya@dlight.com on or before 11th October, 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

