



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: HEAD OF COLLECTION – KENYA

<b>Job Location:</b>	Nairobi
<b>Reporting to:</b>	Managing Director – Kenya with a dotted line to Senior Manager Retention, Africa
<b>Job Tier Level:</b>	Band C3
<b>Direct Reportees:</b>	Call Centre Manager – Outbound, Regional Collection Managers (x7) and National Field Collection Supervisor (Agencies)

### Position Description

The Head of Collection is responsible for strategy implementation of the customer retention agenda in the country. 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 drive increase in customer collections and early repayments of PAYGO products.

### R&Rs

- Ensure the overall implementation of the d.light retention strategy in the Country,
- Design, Implement and drive all types of Retention activities and campaigns, thus, Collections, PTE, FPD, 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 behaviour/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 customer retention,
- Key resource for customer insight and behavioral trends,
- 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,



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.*

- Ensure execution excellence for all retention outbound campaigns/calls on welcome, FPD, health, collections, delinquency and any other campaigns to drive KPI's,
- 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.

### KPIs

- Deployment of retention campaigns as per approved project milestones (time, cost and scope)
- Attainment of the set retention KPI's notably:
  - Country collection targets,
  - Product Tenure Extension targets per PAYGO,
  - FPD,
  - Delinquency.

### Desired Skills and Experience

- Degree in Business related subject and/or equivalent work experience,
- Minimum of 6 – 8 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: [hr.africa@dlight.com](mailto:hr.africa@dlight.com) indicating the position you are applying for on the subject line "Head of Collection – Kenya" before **21<sup>st</sup> May 2021**.



**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.*

For more details about the opportunities, visit our careers page on our website: [www.dlight.com](http://www.dlight.com)

**About us:**

d.light is a global leader and pioneer in delivering affordable solar-powered solutions designed for the two billion people in the developing world without access to reliable energy. d.light provides distributed solar energy solutions for households and small businesses that are transforming the way people all over the world use and pay for energy. Through four hubs in Africa, China, South Asia and the United States, d.light has sold over 20 million solar light and power products in 70 countries, improving the lives of over 100 million people. d.light is dedicated to providing the most reliable, affordable and accessible solar lighting and power systems for the developing world. For more information, visit: [www.dlight.com](http://www.dlight.com)

