



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 – INHOUSE REGIONAL**

- Job Location:** Kenya, various Regional Offices
- Reporting to:** Inhouse Territory Retention Supervisor - Inbound
- Job Tier Level:** A
- Direct Reportees:** None

### **Position Description**

As a Inhouse Territory retention Executive, you will be responsible for all the collection programs, delinquency management and efforts for d.light Kenya aimed at reducing the delinquency numbers for the business from the regional offices.

### **R&Rs**

- Maintain customer centricity attitude and values in handling assigned accounts
- Negotiate with assigned account holders on their payments and the need to maintain healthy paying habits
- Understand deeply the pain points that are afflicting customers and escalate promptly to the supervisor
- Keep track of assigned account holders that do not have outstanding complaints but are at risk of falling into delinquency by obtaining firm commitments on their payments as per agreed schedule.
- Observe all the applicable company policies and Business Ethics practices while handling any customer issue.
- Ensure enough steps are taken to address the escalated issues through rigorous follow ups to ensure resolution of handled complaints.

### **KPI's**

- Cash collection



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- **Accounts conversion**

### **Qualifications and Desired Experience**

- Diploma in any field from a recognized institution or at least 1 year demonstrated experience within a customer service environment.
- Good oral and written communication skills.
- Good organization and detail-orientation.
- Strong work ethic and willingness to take initiative.
- Ability to multitask and prioritize.
- High level of integrity and confidentiality

### **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 23<sup>rd</sup> September, 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)

