



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: Quality Assurance Officer (Call Centre)

Job Location: Kenya

Reporting to: Head of Customer Experience

Job Tier Level:

JOB DESCRIPTION

Quality Analyst (QA) is responsible for assessing the quality of the performance of our call center associates who deal with our existing and potential customer.

The QA will monitor Inbound and Outbound call and emails responses to assess associates' demeanor, technical accuracy, customer service performance, and conformity to company policies and procedures.

This individual will assist in developing, creating and implementing call center quality processes and procedures; as well as making recommendation for enhancements to training materials as needed to enhance the overall d.light solar customer's experience.

- Participates in design of call monitoring formats and quality standards.
- Performs call monitoring and provides trend data to site management team.
- Uses quality monitoring data management system to compile and track performance at team and individual level.
- Performs monitors of customer care email responses.
- Participates in customer and client listening programs to identify customer needs and expectations.
- Provides actionable data to various internal support groups as needed.
- Coordinates and facilitates call calibration sessions for call center staff.
- Provides feedback to call center team leaders and managers.
- Prepares and analyzes internal and external quality reports for management staff review.
- Identify opportunities to improve and expand product, processes and service offerings based on the voice of the customer
- Carry out hygiene checks on system usage, adherence to requirements and report on findings to be generated and shared with all stake holders



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- Contribute to the collection initiatives of the company- to avoid delinquency track all escalations from customers to ensure issue resolution within stipulated TATs
- Focuses on meeting the needs of the customer by addressing concerns raised through cases, email and other departments with priority and developing scripts & SOPs for handling them
- Develop and maintain strong relationships with call center teams by paying attention to their understanding of the concerns raised by customers and responding to the identified needs
- Regularly review the evaluation form to ensure alignment with both customer satisfaction and business objectives
- Evaluate random calls handled by call center agents using the Evaluation Form and give relevant feedback to agents indicating each performance area and opportunities for coaching or training
- Schedule and conduct coaching sessions with agents to address gaps from audits and provide a performance glide
- Conduct in-house and outsourced calibration sessions with various stakeholders
- Develop agents coaching and training needs weekly and monthly and share with stakeholders for action and mitigation
- Conduct mystery shopping weekly to test CSRs on product, new promos as well as customer service to assess product retention by CSRs, and analyze their findings identifying product gaps and share a weekly report with stakeholders

KNOWLEDGE, SKILL SET & QUALIFICATIONS REQUIRED

- 2-3 years Call Center QA Experience
- Bachelor Degree a plus
- Excellent verbal, written and interpersonal communication skills;
- Outstanding customer service skills and dedication to providing exceptional customer care;
- Must be self-motivator and self-starter;
- Focus on quality and customer service;
- Exceptional listening and analytical skills;
- Solid time management skills;
- Must be able to effectively deal with people at all levels inside and outside of the Company;
- Creative ability & writing proficiency;
- Ability to multitask and successfully operate in a fast paced, team environment;
- Must adapt well to change and successfully set and adjust priorities as needed;
- Must be proficient with Microsoft Office (intermediate Word, basic Excel)

Decision Making Parameters

- Acts independently when providing coaching and feedback to others



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- Learning needs assessment and the design / delivery of quality program will be achieved through working with team leaders and outbound assistant managers.
- Advance approval is required from the Line Manager for all QA expenditure

Person Specification

Essential

- Experience of designing, developing and delivering training program
- 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
- Excellent organization skills - able to prioritize
- Flexible and adaptable approach

How to Apply

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

recruitment.kenya@dlight.com before 15th 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.



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