



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: ASSISTANT CALL CENTER MANAGER - INBOUND

Job Location: Kenya

Reporting to: Call Centre Manager -Inbound

Job Tier Level:

Position Description:

The incumbent will be responsible for the daily running and management of the Inbound Call Centre activities and operations through coordination of Frontline value chain activities in continuous improvement, capturing voice of the customer, effective deployment of resources, driving process integrity, and spearheading team development areas.

R&Rs

- Set and maintain the highest standards for call center operations, including but not limited to training, performance management, and customer issue resolution.
- Review current resource-activity ratio and mix and conduct effective resource planning to maximize the productivity of resources
- Coordinate Knowledge management at the call center, coach, and mentor Call Center Support staff to ensure proper Customer-Centric attitude and leadership
- Enforce the escalation matrix to recommended Turn Around Time by leading and tracking escalation of all customer complaints across departments and from all customer touch points: Email, Inbound Calls, and Socials Media to ensure customer experience is not compromised.
- Jointly set daily, weekly and monthly targets for Call Center support staff that align with business objectives and set KPI targets.
- Conduct regular periodical health-checks on current call center processes and communicate for review insights in line with continuous improvement that shall guarantee process integrity.
- Astutely manage relationship with internal stakeholders and third party service providers in the interest of the business and to the benefit of our customers.
- Spearhead coordination of Business Continuity measures in but not limited to support staff, technology (user assessment tests), Systems uptime and reliability.
- Proactively highlight to business factors that potentially threaten smooth implementation of all customer experience activities within the call center
- Lead awareness and sensitization of all dlight policies that govern our place of work, engagement with third parties and treatment of customers.



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KPI's

- Frontline Service Level
- First Call Resolution
- Repeat Call Rate
- Customer Satisfaction

Qualifications and Desired Experience

- Bachelor's degree in Business Administration other equivalent qualification from a recognised institution.
- Working knowledge of MS Office, Call Center platform/ software, databases and CRM Tools
- Advanced problem-solving and analysis skills.
- Superior oral and written communication skills.
- High level of organization and detail-orientation.
- Strong work ethic and willingness to take initiative.
- Demonstrated ability to multitask and prioritize.
- Leadership skills.
- 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 before **6th July, 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

