



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 – OUTBOUND & RETENTION**

**Job Location:** Kenya  
**Reporting to:** Call Centre Manager - Outbound  
**Job Tier Level:**

### **Position Description:**

The incumbent will be responsible for ensuring delivery of retention objectives by planning and managing all Outbound Call Center activities, to meet the targeted contact & conversion rates per campaign whilst enhancing customer experience.

### **R&Rs**

- Formulation of Strategies & mitigation based on Actual analysis and Customer feedback
- Customer Data Analysis and Interpretation throughout their lifecycle in d.light
- Interpret Outbound Call disposition and create actions around Customer VOC
- Managing Outbound Team Operations & ensuring all set targets are met
- Manage Team's Performance Management
- Propose Campaigns, processes and programs geared towards retention with consideration of the business profitability.
- Coordinates the tasks necessary for the successful implementation of a new campaign end to end
- Accomplish call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.

### **Qualifications and Desired Experience**

- Bachelor's degree in Business Administration other equivalent qualification from a recognised institution.



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- Working knowledge of MS Office, Call Center platform/ software, databases and CRM Tools
- Advanced problem-solving and analytical 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](mailto:recruitment.kenya@dlight.com) before **6<sup>th</sup> 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](http://www.dlight.com)

