



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: ELITE TERRITORY RETENTION TEAM LEADER

Job Location: Regional
Reporting to: Agency Collection Manager
Job Tier Level:

Position Description

We are looking for a reliable and self-driven Elite Territory Retention Supervisor to join our team! The job holder will be responsible for leading a team of Elite TREs, to help them in tracking down clients with overdue debts, negotiating and collecting the outstanding payments, with the aim of reducing the delinquency numbers for the business.

R&Rs

- Manage a team of Elite Territory Retention Executives
- Handle team's performance management issues
- Retention and replacement of the Elite Territory Retention Executives upon exit
- Work with the teams to keep track of assigned accounts to identify outstanding debts
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Plan course of action to recover outstanding payments per company policy
- Support assigned accounts on any aftersales, product or usage related concerns by handling their questions/ queries
- Compilation and Regular reporting on collection activities and accounts receivable status

KPIs

- Ensure collections are in line with set targets.
- High Collection Effectiveness Index
- High Collection Percentage



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Education Background

- Bachelor's degree in a related field.
- Previous experience in collection will be an added advantage
- Knowledge of billing procedures and collection techniques

Desired Skills and Experience

- Excellent supervision skills
- Great Interpersonal skills
- Excellent communication skills (written and oral) and an active listener
- Demonstrate good customer service skills while dealing with customers.
- Patience and ability to manage stress
- Comfortable working with targets
- Skilled in negotiation
- Problem-solving skills
- Strong problem-solving skills.
- Passion for social enterprise, development of people and environment benefits.

How to Apply

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

recruitment.kenya@dlight.com before 15th 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.

