



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 Analyst (Call Centre)

Job Location: Kenya

Reporting to: Outbound Assistant Manager

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.
- Perform other duties as assigned.



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KNOWLEDGE, SKILL SET & QUALIFICATIONS REQUIRED

- 2-3 years Call Center 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)

Dimensions

Support the in-house team on call listening and Quality Assurance

Decision Making Parameters

- Acts independently when providing coaching and feedback to others
- 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



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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.

