



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: REPOSESSION EXECUTIVE

Job Location: Countrywide
Reporting to: Territory Retention Manager
Job Tier Level:

Position Description

We are looking for a reliable and self-driven Repossession Executives to join our team! The job holder will be responsible for tracking down clients with overdue debts and convincing them to make payments as per policy or repossessing units from the customer, with the aim of reducing the delinquency numbers for the business.

R&Rs

- Monitor accounts to identify outstanding debts
- Investigate historical data for each debt or bill
- Plan course of action to recover outstanding payments where the customer is willing to make payments as per company policy.
- Repossession of the units from customers who are unable to make payments despite all the support offered
- Support all our clients on Warranty / After-Sales and Token concerns
- Support and close on Non-Warranty concerns from our clients
- Handle fraud or tampered unit cases as per the company policy
- Take actions to encourage timely outstanding debt payments.
- Resolve billing and customer credit issues
- Handle questions or complaint
- Investigate and resolve discrepancies.
- Update account status records and collection efforts.
- Report on collection activity and accounts receivable status



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.

KPIs

- Ensure collections and repossessions are in line with set targets.
- High Collection Effectiveness Index
- High Collection Percentage
- High Repossession percentage

Desired Skills and Experience

- Bachelor's degree in a related field. Proven experience as a Collection Specialist or similar role will be an added advantage
- Knowledge of billing procedures and collection techniques
- Familiarity with laws related to debt collection
- Demonstrate good customer service skills while dealing with customers.
- Strong written, verbal, active listening and phone communication skills.
- Patience and ability to manage stress
- Comfortable working with targets
- Excellent communication skills (written and oral)
- 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 **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.



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.

