



1 in 4 people do not have access to electricity

JOB DESCRIPTION: Regional Customer Service Executive – Kenya

Job Location: Regional Service Centers, Kenya

Direct Reporting to: Regional Service Manager

Dotted Reporting to: Aftersales Manager Kenya

Position Description

The job holder will be expected to provide and coordinate end to end customer support for the regions they are posted. They will coordinate communication between various service partners, customers and ensure customers receive top level experience.

They will be expected to diagnose errors or technical problems, book work orders as units are brought in and determining proper solution required for the products. The job holder will have to be highly in tune with the solar technology and mobile phone market.

R&Rs

- Receive service units at the regional service centers and book them on company's systems.
- Attending to walk in customers who have service related queries at the regional offices
- Real time documentation of repair / service processes on platforms provided by d.light
- Work with the service teams to identify and undertake all required product repair activities in accordance with the relevant specifications and set standards, on schedule.
- Coordinate courier deliveries for products delivered to or from collection points and close looping with customers for pick up.
- Manage all communication relating to repaired products at the regional service centres with the customer and other service partners.



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- Provide support as requested to our Authorized service partners within the

region.

- Follow through with various service partners on their repair processes to ensure customers receive top quality experience
- Execution of customer's excuse calls on delayed repairs.
- Cooperate with other technical team members and share information across the organisation
- Comprehend customer requirements and make appropriate recommendations

KPIs

- Meet service center operation's targets (100%)
- 100% timely and accurate data capture of received service units on d.light's Service Platform (Atlas)
- Supporting 100% d.light's Authorized service partners through training or any other relevant support as assigned by the service center manager

Desired Skills and Experience

- A degree or diploma in electronics, electrical, business field or related field.
- Minimum of 3 years' experience in after sales/customer service in electronics/IT or telecom.
- Understanding of customer service/after sales related system operations
- Demonstrate the ability to understand business goals and recommend new approaches, policies and procedures to effect continual improvements in business objectives
- Strong mindset for continuous improvement and meeting or exceeding expectations and able to demonstrate complete discretion and confidentiality
- Superior verbal and written communication skills (multiple language will be an advantage), with an emphasis on tact and diplomacy



- Business driven, people focused, with exceptional influencing skills; Excellent organizational, multi-tasking, presentation and time-management skills
- Passion for social enterprise, development of people and environmental benefits

How to Apply

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

recruitment.kenya@dlight.com before **3rd March, 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

