



1 in 4 people do not have access to electricity

JOB DESCRIPTION: Service Technician, 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 product service and customer support at d. light's service centers and / or during field service visits and manage all repair, maintenance and test tasks assigned by the regional service manager or that come to the service center.

Diagnose errors or technical problems and determining proper solutions support on all d. light's products and deliver exceptional service to our customers. The job holder will have to be highly in tune with the solar technology and mobile phone repair.

R&Rs

- 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.
- Provide service and customer support at the service center and / or during field service visits
- Manage all repair, maintenance and test tasks for d. light's customers at the service center
- Diagnose errors or technical problems and determine proper solutions
- Document repair / service processes on Atlas or any other platform provided by d.light
- Follow all company's service procedures and protocols
- Cooperate with other technical team members and share information across the organisation



- Comprehend customer requirements and make appropriate recommendations / briefings
- Ensure top standard customer service at all times

KPIs

- Meet service center operation's targets. (100%)
- 100% timely utilization of and accurate data capture on d.light's Service Platform (Atlas)
- Spare parts and refurbishment stock management at service center
- Repeat repair ratio of less than 3%
- Supporting 100% d.light's service centers through technician training or any other relevant support as assigned by the service center manager

Desired Skills and Experience

- A degree or diploma in electronics or electricals
- Minimum 1-year experience in solar PV industry or technical repair field. Both solar and mobile phone repair experience will be an added advantage
- 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
- Understands repair and quality control tools



How to Apply

Candidates who meet the requirements should submit their CV and cover letter to: recruitment.kenya@dlight.com before 1st February, 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.

