**JOB PURPOSE**

As a Call Center Agent (CCA), you will contribute to a team effort and do your best to meet customer needs by giving helpful Info on products, registrations, resolving customer issues, taking orders, following up on unpaid accounts, troubleshooting problems and answering complaints.

**THE WAY WE WORK**

You are open-minded, passionate and the way you work energizes others. You are committed to the timely delivery of a job well done. You behave with integrity and transparency.

# CORE RESPONSIBILITIES

* As a CCA, you will attend to calls and non-phone work ensuring that customers are assisted efficiently in a professional and responsive manner within the shortest time possible
* You will build a sustainable relationship and engage customers by taking the extra mile to offer all the necessary information and remote technical support to the satisfaction of the clients
* Compile reports and data logging as my be required from time to time from your superiors
* You will need to acquire adequate technical knowledge, portray a professional image, and be dedicated to providing a high level of customer experience and satisfaction with the available resources
* Meet both personal and team qualitative and quantitative targets set by the company by positively contributing to a 360 degrees team efforts
* Gather data and develop reports to aid in departmental operations and strategic positioning
* Remain informed of all new and existing products carried by the Company, by reviewing catalogs and other appropriate materials.
* Keep the Customer Care Manager informed of important developments, potential problems, and related information necessary for effective reporting and management
* Registration and activation of new accounts
* Support for all Commercial Units in the organization
* Confirmation of newly registered accounts before activation and calling back the client to ensure that all the registration details are well captured and the registered details match with the customer registered.
* Any other duty that may be assigned from time to time

# QUALIFICATIONS AND EXPERIENCE

* Post A level certification
* Good communication skills and ability to command attention from customer and engage even a disappointed customer
* Fluent in English and other local languages ( *Fluency in multiple local languages will be an added advantage*)
* Computer skills with preference to Microsoft office package and internet surfing (*Having Hardware knowledge and owning a personal computer will be an added advantage*)
* Skills and Experience in call center related function.

# ESSENTIAL KNOWLEDGE

* Emotional intelligence
* Experience in Business Processes for Solar power.
* Independent thinker who can offer solution to complex situations

# CORE COMPETENCIES

* Developed **negotiation** and **communication** skills
* Developed **management** and **leadership** skills
* Exceptional **service** and **results orientation**
* Superior analytical and **problem-solving abilities**. Demonstrated ability to apply IT in solving problems
* Ability to work **under pressure** and time constraints
* Ability to work effectively with a wide range of **cultures in a diverse community**
* Ability to present ideas in **business-friendly** and **user-friendly language**. Successfully presents technical information. Ability to make effective and persuasive presentations to senior management
* Ability to achieve results through others
* Excellent **self-organization** and **self-direction** in performance of tasks, including time management skills.