

Customer Care Agent at Kasha Kenya

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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Kasha is a fast-growing startup e-commerce company in East Africa focused on women's health and personal care, selling products such as menstrual care, contraceptives, HIV self-tests, soaps, lotions, baby diapers, and beauty products. Kasha's e-commerce is highly accessible across the region and customers can order via website, app, USSD (basic mobile phone, no internet), call center or social media. On top of the consumer business, Kasha's business includes market insight, analytics, and service offerings to global manufacturers of FMCG, Pharma and Beauty products with the aim of helping them drive their revenue and market penetration.

Job purpose:

To manage inbound and outbound phone calls, email requests, and face-to-face interaction with a friendly, helpful approach.

Job Responsibilities:

Customer support in a delightful, helpful, and timely manner on call, email, WhatsApp, LiveChat, Facebook, and Instagram.

Correct tagging of customers to agents and Kasha business groupings.

Provide customers with accurate, relevant, and useful information regarding Kasha products and services.

Identify and track sales leads effectively, cross/upsell products and services for an enriched

customer relationship.

Quality data capture on Kasha systems.

Ensure that all customer queries and complaints are fully resolved on a 'One Stop Shop' basis – First Call Resolution (FCR).

Maintain a high level of product knowledge sufficient for issue resolution, retention, and customer education.

Ensure that issues escalated arising from customer queries are resolved within 24 – 48 hours to maintain customer satisfaction and loyalty.

Identify and track sales leads effectively, cross/upsell products and services for an enriched customer relationship.

Quality data capture on Kasha systems.

Attend Quality assurance sessions for consistent and quality customer handling.

Actively represent the customer throughout the organization, highlighting trends, suggesting, implementing improvements and feeding back to relevant departments.

Role Requirements:

Diploma/Degree in social science or any business-related field.

Experience (6 months – 1 year) in customer handling in a contact center setting will be an added advantage.

Computer proficient (Microsoft Word, Excel).

Customer service oriented (empathy, patience, customer centricity).

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