

Customer Care Intern

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Company: ENGIE

Location: Kenya

Category: office-and-administrative-support

Job Title: Customer Care Intern (2 positions)

Department: Customer Experience (CX)

Reporting Line: Customer Care Team Lead

Location: Nairobi, Kenya

About ENGIE Energy Access

ENGIE Energy Access is one of the leading Pay-As-You-Go (PAYGo) and mini-grids solutions provider in Africa, with a mission to deliver affordable, reliable and sustainable energy solutions and life-changing services with exceptional customer experience. The company is a result of the integration of Fenix International, ENGIE Mobisol and ENGIE PowerCorner; and develops innovative, offgrid solar solutions for homes, public services and businesses, enabling customers and distribution partners access to clean, affordable energy. The PAYGo solar home systems are financed through affordable installments from \$0.19 per day and the minigrids foster economic development by enabling electrical productive use and triggering business opportunities for entrepreneurs in rural communities. With over 1,700 employees, operations in nine countries across Africa (Benin, Côte d'Ivoire, Kenya, Mozambique, Nigeria, Rwanda, Tanzania, Uganda and Zambia), almost 1.5 million customers and over 7 million lives impacted so far, ENGIE Energy Access aims to remain the leading clean energy company, serving millions of customers across Africa by 2025.

Purpose/Mission

The Customer Experience Department leads Support excellent (country-specific) customer experience through a smart customer journey and insightful, responsive analysis. Customer

care officers help Engie Energy Access Kenya to develop strong relationships with our customers by trouble shooting of technical issues, answering customer's questions, resolve problems, escalate and follow up issues with transversal teams, onboard new customers, conduct NPS/CSI Surveys; in summary develop relationships with customers by answering questions and concerns with speed and professionalism. The team is committed to providing timely and effective solutions to customer queries by providing first level support aimed at achieving excellent customer experience with all our products

Responsibilities:

Ensure 90% of inbound calls offered are serviced efficiently and on time.

Service Level Agreement: Measure calls answered within 30 Secs VS calls offered 80%

Ensure customer satisfaction through call quality and solving of cases as per assigned targets.

Conduct Onboarding calls for one-week Old customers – at least 90% of these customers should be contacted.

Ensuring on time escalation of daily operational issues such as 3CX, DB downtime whenever they arise, SMS Delivery down time, Payments not reflecting, network issues etc to the respective teams.

Creating customer Care Cases for all the Inbound Calls served.

Support sales drive through the call center via outbound and CRC campaign where applicable.

Escalation of Post Warranty queries & full disclosure to the customer on the terms for post warranty 100%

Conduct NPS/CSI and other surveys as directed.

Completing assigned tasks in line with applicable policies, guidelines, processes, and procedures.

Seeking opportunities to learn and develop within Engie Energy Access Kenya and through training.

Support sales drive through the call center via outbound and CRC campaign by contributing

10%

Knowledge and skills

Experience

Bachelor's Degree or higher diploma business related preferably

Basic knowledge on Excel spread sheets and data entry skills

Minimum experience of one year in customer service in a call center environment and/or in a high call volume environment with Strong phone contact handling skills and active listening

Experience assisting customers/clients with escalated issues

Proven critical thinking skills that demonstrate fact finding/analysis and sound decision making

Excellent communications skills both written and verbal

Detail oriented and well-organized

Ability to multi-task, prioritize and manage time effectively

High level of self-motivation

Ability to balance multiple tasks while working under tight deadlines with close attention to detail, accuracy and quality at all times

Open to work in a flexible and creative work environment with fast-evolving operations

Positive attitude is a must for this roles.

Qualifications :

Bachelor's Degree or higher diploma business related preferably

Language(s):

English + ability to speak at least one local language

Technology :

Ability to use basic Microsoft tools(Word & Excel)

Experience in using CX software like 3cx is a plus

We thank all applicants for their interest, however due to the large volume of applications we receive, only shortlisted candidates will be contacted.

ENGIE is an equal opportunity employer, promoting diversity and committed to creating an inclusive environment for all. All applications are screened based on business needs, job requirements and individual qualifications, without any regard to origin, age, name, sexual identity, orientation or preference, religion, marital status, health, disability, political opinions, union involvement or citizenship. Our differences are our strengths!

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