

Customer Experience Specialist at deepAfrica

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

deepAfrica is an online solutions provider offering comprehensive solutions that facilitate personal and institutional growth.

Job Overview

As a Customer Experience Specialist (CX), your focus is to cultivate positive and fulfilling experiences for customers in their interactions with the company's offerings, services and overall image through calls, chats, emails and via WHMCS/Bluebird.

Responsibilities

Monitor client feedback and complaints

This is to understand customer needs, preferences and behaviors and use this information for recommendation to the Lead Customer Experience Specialist, for the development of customer-focused strategies.

Implement established strategies to enhance and cultivate an exceptional customer experience.

Resolving client issue

By professionally following up with cross-functional departments and effectively communicating with clients on the timeline for resolution.

Client follow-ups

This includes following up with clients on their satisfaction with the company's services to identify opportunities for upselling. Additionally, reminding clients on overdue payments, and

working with the accounting department to ensure that all invoices are paid on time.

Lead follow-ups

Ensure all leads generated and assigned on CRM are converted in time.

Measuring and reporting on your efforts to the Lead CX Specialist

You must measure and report on the success of your efforts, using key performance indicators (KPIs) to track progress and make adjustments as needed.

Conduct research and analyse trends

By continuously monitoring and evaluating industry trends, customer behavior and technology advancements and using the obtained information to recommend best practices to Lead CX on how to improve the customer experience.

Collaborating with cross-functional departments via WHMCS/Bluebird

This includes working closely with all cross functional to ensure a seamless customer experience across all touchpoints.

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