

Customer Service Manager at Aga Khan Education Service, Kenya (AKESK)

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

The Aga Khan Academy Nairobi is operated by Aga Khan Education Service Kenya (AKESK), a non-profit organization, with close to a hundred years' experience operating schools in Kenya. Our first formal schools were opened in , and AKESK currently operates 11 schools in Nairobi, Mombasa, Kisumu and Eldoret, serving close to 5, students with a quality, affordable education.

OVERALL RESPONSIBILITY

The Customer Service Manager will be responsible for delivery and sustainability of excellent customer service experience and promote the culture of service excellence across the main Hospital and Outreach Health Centers.

OTHER RESPONSIBILITIES

Strategy and leadership

Review, formulate and implement policies, strategies and plans to institutionalize the culture of service excellence.

Achievement of customer experience

Carryout across the board customer service assessments, review, recommend and implement the agreeable intervention measures.

Be the focal point for effective review and implementation of AKHK customer service charter.

Play the role of the customers advocate to ensure they receive quality service from all functions

of the hospital.

Provide oversight to multidisciplinary teams to ensure achievement of customer experience.

Implement the Customer Events Calendar for the year and recognized world and national events.

Provide oversight to the successful implementation of customer satisfaction surveys.

Direct, monitor and implement Customer Service Performance indicators-TAT and manage accurate daily, weekly and monthly quantitative reports to guide decision making.

Effectively manage customer/client feedback with appropriate tools and approaches such as Customer Engagement forums,

Provide oversight to customer initiatives across different customer segments.

Lead Patient Centered Care Program.

People and Teamwork

Oversee effective stakeholders' managements to achieve excellent customer service.

Utilize teamwork and synergies to attain the required customer service experience.

Guided capacity building programs on service excellence model.

Customer Feedback Management

Ensure effective management of customer complaints both internal and external.

Set up institutional structures to motor, track and ensure customers concerns and resolved promptly.

Reporting & Control

Responsible for production of timely customer service reports based on key performance indicators.

Implement effective tracking on customer service improvement plans.

Supervise Interns /Concierge / Patient Navigators.

REQUIREMENTS

Bachelor's Degree in either of the following disciplines, Business Administration, Marketing, PR/ Communication or related studies

Master's degree in similar disciplines will be an added advantage.

Working knowledge of customer service software, databases and tools.

Awareness of industry's latest technology trends and applications

Ability to think strategically and to lead.

Strong client-facing and communication skills

Customer service orientation

Over five years of relevant experience.

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