

Customer Service Representative at SunCulture Kenya Ltd

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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Since the sale of our first kit in , SunCulture has been on a mission to help smallholder farmers in Africa improve both crop yields and quality. We are driven to constantly innovate and improve our technology to make solar powered irrigation solutions truly affordable for the millions of farmers on the continent

About the role

The Customer Service Representative will handle a high volume of incoming phone calls and assist customers with a variety of issues or inquiries and may be responsible for answering customer questions, resolving problems, and providing information about products or services. Additionally, Customer Service Representative will be responsible for tracking customer interactions, providing feedback to management, and achieving performance goals set by the company.

Key Responsibilities

Answering a high volume of incoming phone calls and assisting customers with their inquiries or concerns.

Resolving customer complaints or issues in a timely and efficient manner.

Providing information to customers about products or services.

Documenting customer interactions and transactions in a call center software or CRM system.

Meeting or exceeding performance goals, such as call handling time or customer satisfaction.

Keeping current with company and industry-related information to ensure accurate information is provided to customers.

Identifying and escalating complex customer issues to a supervisor or manager as needed.

Following up with customers to ensure their needs were met.

Participating in training and development programs to improve skills and performance.

Does This Sound Like You?

A diploma in Communication, Customer Relations, Public relations, or any relevant field

At least 2 years experience in working in a call center as Customer Service Representative;

Knowledge of call center terminology, applications, and metrics

Hands-on, detail-oriented, and strong execution skills.

Good communication Skills both Written and Spoken with the ability to interact freely with customers.

Passion for irrigation and proactive in decision making

Independent thinkers who are able to thrive in a fast-paced dynamic environment.

Have the ability to handle pressure, meet deadlines

Be organized and be an expert in time management

Basic computer skills.

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