

QSSK-WACSE-WEST AFRICA CUSTOMER SERVICE EXECUTIVE

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Company: Q-Sourcing Servtec

Location: Kenya

Category: office-and-administrative-support

JOB TITLE: WEST AFRICA CUSTOMER SERVICE EXECUTIVE About This Job: Q-Sourcing Limited trading as Q-Sourcing Servtec is a manpower management solutions firm operating in the East African Region in the countries of Uganda, Kenya, Tanzania, Rwanda, and South Sudan. On behalf of our client, we are looking for a competent, skilled, and experienced West Africa Customer Service Executive to work in Nairobi-Kenya. Summary Our client is seeking a highly motivated and skilled individual to actively participate as a call agent for the Customer Experience Center based in Nairobi to Support the company's growth in West Africa by connecting suppliers and customers with our products. This role will support an exciting effort to strengthen the company's coverage in francophone West Africa, starting with Senegal. **KEY ROLES AND RESPONSIBILITIES** Phase 1: Building Out a Supplier Database for Senegal Review an initial list of suppliers and contact information provided by the company's team Through existing contacts, proactively identify new suppliers; collect contact details and reach out to retailers, hardware shops and other suppliers (past and current) of company products; primarily in Senegal to start Create a database of supply chain actors in Senegal and to track their status (e.g., active or inactive), existing company stock and/or interest to stock and sell the company's products Phase 2: Connect Customers with Suppliers Handle calls to and from callers on behalf of the company and ensure they comply with company guidelines particularly related to quality of service while carrying out their duties. Managing inbound and outbound calls in a timely manner Following call center scripts when handling different topics Identifying customers' needs, clarify information, research every issue and providing solutions. Seize opportunities to upsell products when

they arise. Build sustainable relationships and engage customers by taking the extra mile.
General: Keep records of all conversations in our call center database in a comprehensible way Frequently attend educational seminars to improve knowledge and performance level.
Meet personal/team qualitative and quantitative targets. Q UALIFICATIONS AND EXPERIENCE: Bilingual; able to fluently speak in French and English ; Wolof language strongly preferred Bachelor's degree preferred but Customer Service Certification with at least 1 year experience okay. Previous experience in a customer support role Track record of over-achieving quota Strong phone and verbal communication skills along with active listening Familiarity with CRM systems and practices Customer focus and adaptability to different personality types Ability to multi-task, set priorities and manage time effectively.
Application procedure: Interested and qualified applicants should submit their applications through the email below and quote the job title in the subject head.
<https://qsourcingservtec.applytojob.com/apply/QoRdIMGo8j/QSSKWACSEWEST-AFRICA-CUSTOMER-SERVICE-EXECUTIVE> Note: Only shortlisted applicants will be contacted.
Q-SOURCING SERVTEC IS AN EQUAL OPPORTUNITY EMPLOYER. ANY SOLICITATION WILL LEAD TO DISQUALIFICATION Powered by JazzHR

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