

Stock Controller – Naivasha at M-Kopa Solar

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Company: JobWebKenya

Location: Kenya

Category: transportation-and-material-moving

Job Description

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M-KOPA's mission is to make high quality energy affordable to everyone. OUR GROWTH SO FAR... M-KOPA has connected more than , homes in Kenya,Tanzania and Uganda to solar power with over new homes being added every day.

JOB PURPOSE

The main purpose of an M-KOPA stock controller is to serve customers and the sales team by distributing stock and helping customers with troubleshooting and servicing.

You will report to the Retail Team Leader.

Main Job Responsibilities

Inventory management: You will receive, issue stock, and take stock

Reverse logistics: You will complete phone swap and phone returns

Sales support: You will acquire and upgrade sales

Customer service: You will log, troubleshoot, follow up and resolve customer issues and general inquiries

After-sales service: You will proactively follow-up phone servicing, contact customers, and ensure the customer collects the phone

Branding: You will ensure that all posters and marketing materials at the depot are in good condition and visible

Any other tasks assigned

**EXPERIENCE/ SKILLS & COMPETENCIES/ LICENCES & CERTIFICATIONS/
EDUCATION REQUIRED**

At least 1 year's experience in customer care or inventory management, preferably in a phone-selling company

Tech-savvy with a smartphone bias

Front office management is an added advantage

Computer literate

A diploma in business or a related field, a degree in any field is an added advantage

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