



Customer and Data Service Representative

Location: Monrovia

Position Status: Full Time - Service Contract

Duration: 3 months, with high possibility of extension.

Mercy Corps Liberia

Mercy Corps is an international, non-governmental humanitarian relief and development agency that exists to alleviate suffering, poverty and oppression by helping people build secure, productive, and just communities. Mercy Corps works in more than 40 countries, and has been working in Liberia since 2002.

About Light Up Liberia Program

Mercy Corps Liberia partners implement the EU funded Light Up Liberia Program which supports the Government of Liberia's rural electrification goals by increasing access to modern, affordable, sustainable and scalable energy services to over 25,000 rural poor in Liberia. The Program intends to deploy 3,000 innovative Pay-As-You-Go solar home systems to off-grid households in Liberia. The anchor product – a basic solar home system that includes four lights, a phone charger and a radio – allows consumers to access clean light for working and studying after hours, avoid harmful air pollution from kerosene based lighting solutions, and also build credit for additional products and services over time. The solar home lighting systems are sold on a “pay-per-use” basis, allowing customers to pay for them over time, and making the transition to cleaner energy much more affordable, especially to low-income users. All payments are made using mobile payment systems such as Lonestar MTN Money and/or Orange Money.

The Program is seeking the services of an experienced and capable individual as a Customer and Data Service Agent.

Customer services agent provide telephone support to ensure customers can complete their lifecycle. They also are responsible for keeping customer records up to date, running reports and disseminating information throughout the network. The customer service telephone number is printed on all collateral (marketing & outreach material). Customer services support customers and agents by answering inbound queries, and making outbound calls to gather information or remind that a top-up is due.

Key Responsibilities:

- To answer telephone calls from customers in order to assist with any query they may have with regard to their account or system
- To make telephone calls to customers to ensure that their account is up-to-date and to give feedback on any issues

- To run daily reports to show which customers are due to top-up
- To provide customer information to Agents based across the region, helping them manage their customers
- To answer telephone calls from Agents in order to provide current information on customer accounts
- To update customer records on the Angaza dashboard.

Qualification: A first degree or equivalent or someone with at least 3 years practical experience in Customer Services.

Key skills

- Confident and clear communicator
- Attentive and patient
- Fluent speaker of English and relevant customer languages
- Strong office computer skills including Excel
- Willingness to learn the solar power system product in depth (full training will be given)

Reports Directly to: National Distribution Manager

Resume can be sent to lr-tenders@mercycorps.org or hard copy can be deliver to:

Mercy Corps Office
Sophie, Tubman Boulevard
Opposite SOS Clinic
Monrovia, Liberia

Deadline: January 3, 2019 at 5:30 Pm.

Please do not apply for this role if you do not meet the essential skills required as requested here.

“Mercy Corps reserves the right to accept or reject any late offers”