



1. About Us

Easy Solar is a leading solar company in West Africa, distributing and financing high-quality solar products and appliances for those with limited or no access to the conventional grid. Customers can finance their purchase over time by paying in weekly or monthly installments, with the option to pay via cash or mobile money. To date, Easy Solar has reached more than 500,000 beneficiaries, distributed through its extensive network of agents and outlets throughout Liberia and Sierra Leone.

2. About the Role

The Customer Care Manager is an essential leader within the customer experience team, responsible for ensuring the ongoing satisfaction of customers through superior service at every touchpoint they have with Easy Solar. As the Customer Care Manager, you are responsible for leading the **Call Center** operations and providing **Quality Assurance** on interactions between the customer care team and the customer.

The key metrics driving success are **Customer Satisfaction** (as measured by NPS and CEC), **Servicing Efficiency** (as measured by SLA of the call centre) and **Quality**.

3. Detailed Responsibilities:

Call Centre Planning & Reporting

- Set KPI's and quarterly objectives for the call centre

- Develop procedures and policies to govern the call centre, and document them in a customer care manual
- Serve as the champion of the customer at Easy Solar; delivering relevant trainings with the sales team on an ongoing basis and collaborating closely with marketing and product development on their customer facing activities
- Prepare and manage the approved customer care budget
- Present quarterly reports to management on customer satisfaction, service efficiency and quality of customer care activities, citing the most frequent challenges and flagging them to the relevant teams (incl. operations, sales, marketing, product etc.) for follow up
- Oversee the effective implementation and operation of customer care systems i.e. phone system, CRM and any other systems developed (in collaboration with IT)
- Define recruitment and training plan for the customer care team, forecasting based expected growth in active customers and capacity constraints

CALL CENTRE OPERATIONS

- Supervise day-to-day operations of call centre agents
- Hire and train new call centre agents, team leads and a supervisor
- Define and update scripts and ticketing for each functional group
- Prepare detailed reports on performance and trends
- Conduct quarterly appraisals and discuss monthly performance with agents/team leaders • Coordinate with the data team to analyze payment behavior; updating call center processes and workflows when necessary to optimize the performance of Easy Solar's credit portfolio
- Coordinate with marketing, sales and product teams on new channels for growth that have been identified, and update call center processes and workflows when necessary to account for this (e.g. telesales, online sales etc.

QUALITY ASSURANCE

- Hire a quality assurance officer
- Define quality assurance processes, policies and procedures, along with metrics to assess how well we are servicing our customers at each interaction
- Review audit logs on quality assurance activities
 - Define training programs in collaboration with QA to upskill and manage poor quality issues

4. Desired Profile

Qualifications

- Degree in Business Administration or similar field
- 5+ years of experience in managing a call center or a full contact center (i.e. including online customer service)
- Fluency in English and Colloquia (plus at least one local language is desirable)

Skills

- Excellent computer skills (i.e. proficiency in Microsoft Office)
- Pro-active, positive, and empathetic management approach
- Excellent interpersonal communication and impeccable organizational skills •

Strong customer service skills

- Ability to identify, design and implement standards and process improvements •

Project management and planning skills

- Tracking budget expenses
- Ability to analyze data and report on the performance on customer care operations, and

forecast and plan activities based on insights derived from historical performance *Qualities*

- Demonstrated a desire to make customers lives better
- Willing to work in a flexible and creative work environment with fast evolving operations •

Able to work well under pressure and under minimum supervision

- A fast learner who is able to work with set targets
- Time flexible and able to work in a shift clock system including Public holidays and Weekends

5. What we Offer

- Competitive remuneration covering a monthly salary, performance bonus and benefits reflective of the candidate's experience and skills.
- Opportunity to take part in one of Liberia's most exciting entrepreneurial projects, with a strong commitment to outstanding customer service and distributing high-quality, life changing, environment friendly devices
- Frequent coaching and training
 - Opportunity to work closely with an international team and renewable energy experts

All interested candidates can use this [link](#) to apply:

Deadline for applications: 23rd April 2021