

Customer Experience Executive

JTL-CS-CEE-10-24 | Customer Service & Support | Contract | Posted on January 13th, 2025 | Expires on October 28th, 2024

CUSTOMER EXPERIENCE EXECUTIVE ROLE

We are seeking to recruit a Customer Experience Executive who will be responsible for handling customer inquiries, addressing concerns, troubleshooting issues and providing information on JTL's products and services. The Executive will ensure excellent service standards, respond efficiently to customers and maintain high customer satisfaction levels.

CUSTOMER EXPERIENCE JOB RESPONSIBILITIES

- Respond to customer inquiries and make every effort to satisfy the caller's inquiry and maintain a good relationship with the customer.
- Calm dissatisfied customers, resolve complaints and report both the complaint and solution to the Team Leader / Customer Service Manager.
- Inform customers of all additional defects found on their accounts / links, or other work required, and gain express authority for such work, prior to commencement.
- Collate required information by conducting proactive discussions with customers to identify and prevent potential problems.
- Provide customers with product and service information
- Process orders, forms and applications
- Identify and escalate priority issues
- Answer calls and route to appropriate resource where necessary and complete call logs and reports.
- Inform customers of all related issues on their accounts or connections, which may affect their satisfaction with the services offered such as any authorizations required, service upgrades, utilization (over utilization), expected outages or service fluctuations etc.
- Contact customers on any issues identified as concerns from JTL such as overdue accounts, compromised networks etc.

- Follow up with internal departments to ensure that all agreed transactions with customers are settled appropriately.
 - Any other responsibilities as may be assigned to you from time to time.
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QUALIFICATIONS FOR THE CUSTOMER EXPERIENCE EXECUTIVE ROLE

- Minimum Diploma in Marketing, Communication, Public Relations, IT/ Telecommunications or Business-related field.
 - At least 2 years-experience in a similar role in the Telecommunications industry
 - Prior experience working at a Contact Centre is highly desirable.
 - Excellent listening, negotiation and presentation abilities
 - Strong verbal and written communication skills
 - Patient, empathy and customer centric mindset
 - Ability to multitask, prioritize and manage time efficiently.
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Location: Nairobi

Department: Contact Center

Job Type: contract