

Customer Service Specialist

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Company: Recruitment Matters

Location: Lusaka

Category: other-general

Overview

Our client in the renewable power services Industry is looking for a Customer Service Specialist to join their team; **Duties and responsibilities include but are not subject to;** Developing, implementing, training and enforcing Standard Operating Procedures

Managing customer service sales processes and systems

Working with the executive committee to develop the Sales strategy for the business

Implement the Sales Strategy including the staffing of the sales team, developing collateral and customer engagement processes

Manage ongoing promotional activities to promote sales at existing sites

Identify and pursue new sales opportunities through market research and customer engagement

Managing sales and collection processes

Reviewing sales approval logs and ensuring that collection processes and controls are followed

Performing analytical reviews of sales data to identify customer trends and develop business responses

Monitor sales budgets and expenditures to ensure profitability

Collaborate with other departments, including marketing and Technical operations and Training, to ensure alignment and achievement of business goals

Maintain accurate and up-to-date records of sales activities and customer interactions

Recruit, train and develop Community Engagement Specialists, Sales representatives, Microgrid Managers (Agents) and Office Staff on sales process, marketing drives and communication to ensure they have the necessary skills and knowledge to perform their roles effectively

Skills

Excellent Sales track record.

Presentation Negotiation skills with excellent Leadership skills to motivate and drive the team.

Professional and mature attitude towards resolving problems with a behaviour competency to build relationships.

Excellent analytical skills.

Communication & problem-solving skills.

Computer literate in MS Office.

Qualifications

2+ years' work experience in managing a team of 7 or more people to deliver customer service or sales-based activities.

Master's degree in an applicable field of study from a reputable university

Excellent customer care and focus; ability to assess customers' needs and provide correct answer, path, troubleshooting, or method for a positive customer experience

Fluent in English, both in written and oral communications.

A valid Driver's License

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