

## Customer Care Representative

### **Our Client:**

**Our client is a global leader in supply and direct sales of top quality cosmetics. Founded on a solid 45 year history of business and with a unique model that has allowed them expand rapidly within East Africa our client presents on of the best opportunities for professional growth and development in the exciting direct sales industry. They are looking for experienced, yet passionate, energetic, young, fresh individuals to join their busy growing team, set to expand rapidly over the next year within the East African Region.**

**Do you have a passion for customer care and the ambition to work for a well established yet exciting and growing multi national brand? This may be the perfect opportunity for you.**

### **Job purpose:**

- To be the face of Organisation at all times and the organisations representative as a face to face customer care agent and call centre agent.
- Provide World Class Service to the Organisations consultants and clients.
- Be able to supervise various activities that appertain customer care and the agents involved.

### **Key responsibilities and accountabilities:**

- Giving the good image of the branch and the company, by being always fresh and good looking.
- Receive product orders from Consultants and correctly insert them into the internal sales system.
- Receive cash for orders payments , verify and correctly book in the system , confirm and book M-Pesa payments, close the cashbook at the end of business day
- Handle the paperwork for new memberships and register new consultants
- Excellent knowledge of products in order to be able to provide product information/advice to the Consultants.
- Provide correct data concerning the month campaign and how to achieve it, be updated on stock situation and communicate to the Consultants.
- Communicate all campaigns, trainings, and promotions to the Consultant as well as any other administrative information
- Maximize sales by suggesting other/replacement products.
- Print Activity Reports for Consultants.

- Check performance levels for Consultants.
- Deal with all product complaints in co-operation with warehouse staff, ensure all complaints receive a resolution that is communicated to the Consultants in a maximum time period of 48 hours.
- When on Call Center ensure all calls are answered after maximum 3 rings and if not possible make sure all missed calls will be called back, all claims and requests of the Consultants that cannot be solved on the spot receive a resolution that will be communicated to the Consultants in a maximum time period of 48 hours.
- Co-ordinate with the other departments when having events and support in the preparations within the branch.
- Ensure the service centre area is clean, neat and fresh at all time.
- Arranging the products in the displays and ensure the displays are clean.
- Replenishing all the products in the display as and when appropriate.
- Managing customers' expectations by communicating to the management for deliberations and implementation.
- Providing feedback to the management from the consultants/Customers.
- Work closely with warehouse staff and cultivate team-work.

**Key attributes:**

- We operate an open door policy and are averse to micromanagement. The key candidate must be able to:
  - Take the initiative
  - Think outside the box
  - Solve problems creatively
  - Operate independently and with accountability
  - Fantastic customer care skills and a proven record of experience with customer care is crucial.
- Good communication skills
- Ability to deal with complaints
- Client relationship management with both clients and consultants
- Conflict resolution
- Organised and efficient
- Supervisory skills
- Ability to delegate tasks
- Staff shift management
- Staff motivation and engagement.



Location: Based in Mombasa

How to apply:

Please follow the link below to apply for this position:

<http://kamakazi.co.ke/job/customer-care-supervisor/>

+254 202 169 433

+254 729 603 396

info@kamakazi.co.ke

admin@kamakazi.co.ke

www.kamakazi.co.ke