

Customer Service Executive

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Company: Sun King

Location: Mozambique

Category: other-general

Location: Nampula

The Customer Service Executive will work closely with the sales teams to serve existing and potential customers by providing product and service information while resolving product issues effectively. Department EasyBuy Program Management Employment Type Permanent - Full Time Location Mozambique Workplace type Onsite Reporting To Customer Service Team Manager

What you would be expected to do:

Initiates and implements corrective action as needed to ensure that an excellent standard of service and a high level of customer satisfaction is maintained

Receive customer queries and ensure these are resolved promptly

Proactively Listen to handle all queries efficiently while maintaining service quality and standards.

Help minimise defaults by reaching out to customers with delayed payments.

Proactively contact dormant customers directly to resolve any pending issues.

Building and maintaining good customer relationships with regard to the diversity of the customer base.

Report to the call centre team managers issues raised from customers that need immediate

actions or resolutions from the management.

Check customer satisfaction degree after a sale and increase customer retention. Gather and document information about the customer and the product via available applicable systems.

Perform any other tasks or duties that may be assigned.

You might be a strong candidate if you:

Hold a Bachelor's Degree/Diploma in Social Science Studies or similar

Possess basic knowledge of Excel spreadsheets and data entry skills

Have experience in assisting customers is a plus

Are open to working in a flexible and creative work environment with fast-evolving operations

Have the ability to multitask while working under tight deadlines with close attention to detail

Have the ability to remain professional and courteous with customers at all times

Have excellent verbal and written communication skills - both in English and Portuguese

Are able to work in shifts

What we offer (in addition to compensation and statutory benefits):

An opportunity to grow as a professional in a dynamic, fast-growing, high-impact industry;

The chance to work in an open-minded, collaborative culture surrounded by enthusiastic Greenlighters who are driven by the challenge of continuously innovating and growing a smart, sustainable business with a profound impact on the world;

A truly multicultural experience: you will have the chance to work with and learn from people from different geographies, nationalities, and backgrounds.

Structured, tailored learning and development programs that help you become a better leader, manager, and professional through the Sun King Academy.

About Sun King

Sun King is the world's largest off-grid solar energy company with cutting-edge product design, pioneering fintech and a grassroots installation model that provides energy to the 1.8 billion consumers across Africa and Asia who lack access to reliable electricity. Founded in 2007, Sun King sets the gold standard for off-grid solar performance and design as part of its mission: powering access to brighter lives. Sun King's 2,500+ staff and 23,000 field agents serve 100 million product users based in 65 countries around the world. With direct-to-consumer sales active in 11 countries, Sun King is growing rapidly. Every month, we equip 330,000 homes and businesses with power and light. The needs of energy consumers in Africa and Asia are diverse. From cost-effective and durable lamps to powerful home and business energy systems as well as modern entertainment and energy storage systems, Sun King's broad array of products unlock a higher quality of life. Whether devising safe and environmentally friendly electric-powered cookers or exploring the future of pay-as-you-go mobility and vehicles in Africa to concocting ever-more-powerful solar energy solutions, Sun King's technology team nurtures and devises scalable, inventive solutions to pressing global challenges. Sun King's innovative pay-as-you-go financing model dismantles the upfront cost burden that blocks low-income households from transitioning from polluting and harmful kerosene fuels and gas generators to clean, affordable and green solar energy. Sun King customers can purchase products using the company's technology-enabled, pay-as-you-go "Easy Buy" financing service, which breaks payments down into regular, affordable instalments. These payments can be made via mobile money for as little as \$0.15 a day. After one to two years of payments, customers own their solar equipment outright. Though united by a commitment to serving underserved off-grid families, Sun King comprises a broad, inclusive group of individuals working across 11 countries. Sun King's world-class roster of product designers, data scientists, logistics experts, customer service professionals, operations gurus and marketing and communications strategists work together to devise solutions to the complicated and multidimensional challenges of energy access, climate action and social inclusion. Across the diverse countries where we operate and work, we build awareness of diversity and promote equity. Sun King is committed to gender equality in the workplace. Women represent 47% of Sun King's workforce.

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