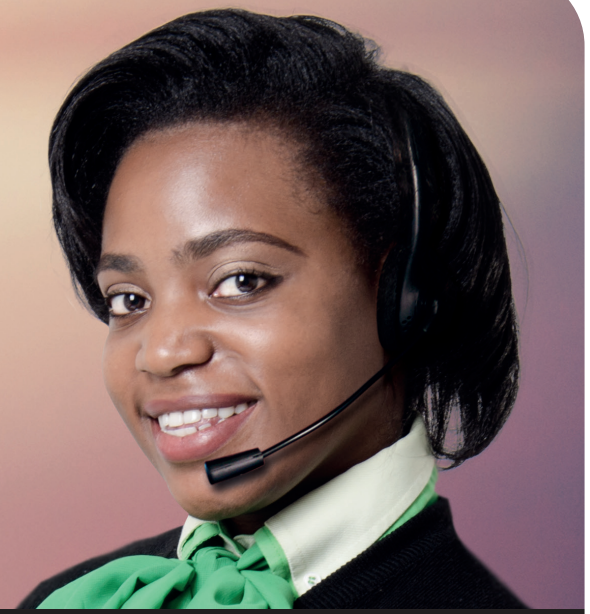


WE WANT YOU TO BE A PART OF OUR CUSTOMER CARE TEAM



We are pleased to announce several contract vacancies in the Customer Operations Division. We are looking to engage on contract basis for 6 months, persons who meet the criteria indicated below:

TEAM LEADER-CUSTOMER SERVICE

Core Responsibilities:

- Cascade performance targets set for the team by interpreting performance indicators and objectives
- Monitor shift performance through intensive call intrusions and physical floor presence to manage the shift productivity output
- Use the provided intrusions checklist to monitor all staff on duty giving relevant feedback on performance, assist/intervene and support in gap areas noted on a real time basis as an immediate corrective action
- Provide hourly update reports as the floor leads to shift members/Call center operations managers to promote a seamless floor handover process
- Monitor staff productivity and ensure shift performance on the adherence and AHT metrics meet the expected standard
- Act as a first escalation/consultation point when on shift to assist CCRs address customer issues/queries promptly. Communicate/provide responses on issues arising on the floor
- Monitor service level performance within the queue/skillset and escalate any call flow issues to the relevant team to address all the while informing the Shift manager on progress
- Provide daily/weekly reports to shift members/Call center managers to promote a seamless floor handover process

Critical Competencies to Success:

- Excellent knowledge of Customer Care operations, policies and procedures
- Demonstrable good written and verbal communication skills
- Ability to nurture, grow and motivate people
- Excellent 'people skills' for building relationships with colleagues at all levels
- Positive, proactive, confident, energetic and able to work under pressure

Qualification Criteria:

- Degree from a recognised university; diploma holders with substantial customer care and an excellent performance track record will be considered
- 4-6 years working experience in a customer service environment, and the ability to demonstrate the skills required for the effective supervision of a team; applicants with previous considerable Contact Centre management experience (and can demonstrate performance targets achievement) will have an added advantage
- English and Kiswahili proficiency both spoken and written communication
- Great service attitude towards customer satisfaction
- Demonstrate ability to be a team player, working to achieve own and team targets
- Applicants who currently hold the position of a team leader or supervisory function in a call center or similar business set up will have an added advantage

Applicants should be open and willing to work within any geographical location in Kenya and work in shifts, in a 24 hour operational environment.

Safaricom is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified Kenyan applicants will receive consideration for employment without regard to race, color, religion, gender, tribal origin, disability or age. As much as we welcome all applications, we will go an extra step to create a team that is representative of Kenya's rich and diverse cultures.

CUSTOMER EXPERIENCE EXECUTIVE

Core Responsibilities:

- Handle customer inquiries via telephone and/or SMS
- Manage and resolve customer complaints
- Provide customers with product and service information by clearly explaining procedures, answering questions and providing information
- Identify and escalate priority issues and where necessary, follow up customer concerns
- Document all customer interaction information according to standard operating procedures
- Maintain and improve quality results by adhering to standards and guidelines and recommending improved procedures

Essential Responsibilities:

- Update self on job knowledge by studying and understanding new product descriptions and/or new service processes
- Recommend process improvements for process excellence
- Recognise, document and alert the line manager of trends in customer calls
- Maintain communication equipment in working order and report problems promptly

Qualification Criteria:

- Degree OR Diploma in any business related field
- English and Kiswahili proficiency both spoken and written
- Great service attitude towards customer satisfaction
- Demonstrate ability to handle pressure and perform duties well to completion
- Demonstrate ability to be a team player, working to achieve own and team targets
- Previous work experience is not essential

Applicants should be open and willing to work within any geographical location in Kenya and work in shifts, in a 24-hour operational environment.

TERMS OF APPLICATION:

- Closing date for applications for these roles will be 9th September 2016.
- Applications for the role will ONLY be accepted via the Safaricom career portal (Link given below)
- Solicitations from 3rd party, agent or job placement companies will not be allowed.
- Candidate applications will be shortlisted and feedback communicated to successful and unsuccessful candidates from 12th to 23rd September 2016 using ONLY official Safaricom communication mediums such as the number 0722000000 and relevant Safaricom email addresses
- Successful candidates officially invited to proceed further will be required to travel to Nairobi to attend interviews and will be required to make personal arrangements in regards to travel and accommodation where necessary
- Canvassing, bribery or any form of advantage seeking will lead to immediate termination of your application and blacklisting from future opportunities. At no point throughout the entire process will any candidate be expected to pay to Safaricom, it's staff, agents or affiliates any money or form of financial requirement

If you feel that you are up to the challenge and possess the necessary qualifications and experience kindly proceed to our online recruitment portal at <http://www.safaricom.co.ke/about-us/careers> create a profile and apply.

