

## CRE JOB DESCRIPTION

Date:

<b>Job Summary;</b> <i>Liaise with the different teams within the company to support in attaining client satisfaction by continually support in the problem-solving processes and product maintenance</i>			
<b>Job Title</b>	Customer Relationship Executive/ Technician	<b>Function</b>	Operations
<b>Reports to</b>	Branch Sales Supervisor	<b>Location</b>	As Per assigned
<b>Matrix</b>	Technical Service Officer & Technical Service Manager		
<b>Job Purpose</b>	<i>Continuously grow the customer satisfaction level through timely handling and resolving of queries to reach business goals and maintain a positive reputation among our clients</i>		
<b>Employees managed</b>			
<b>Outcomes &amp; Key Responsibilities</b>			
1.	<b>Outcome</b>	<b>Provision of timely Aftersales services</b> <ul style="list-style-type: none"> <li>➤ 85% response and closure as per tickets raised</li> <li>➤ 24 working hours TAT on faults resolution clearly following the system testing procedure</li> </ul>	
	<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Daily tickets closed reporting to the TSO. Monthly repossession report submission to TSO.</li> <li>• Daily tickets closure target of 5 tickets and 100 every month.</li> <li>• Shall support the regional field sales team and clientele on technical matters in their operating areas in line with timely fault resolutions and device replacements.</li> <li>• Test SHS devices for evaluation and resolving of battery challenges and component faults.</li> <li>• Maintain up to date records on area and product faults, repairs and swaps in the official google sheet tracker.</li> </ul>	
2.	<b>Outcome</b>	<b>Component Repossessions</b> <ul style="list-style-type: none"> <li>➤ 48 hour TAT on raised tickets in regards to repossession</li> </ul>	
	<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Drive down the inactivity rate of devices to less than 10% with less than 60 days of inactivity age with no registered service case or challenges</li> <li>• Follow-up with the clients to identify, verify and resolve the source of faults reported in the ticketing tool and avail all feedback for next steps</li> <li>• Shall ensure systems for nonpaying clients are repossessed and returned to HQ following all the processes involved.</li> <li>• Handle repossessions in the respective areas of operation</li> </ul>	

3.	<b>Outcome</b>	<b>TV systems Installations and trouble shooting.</b> <ul style="list-style-type: none"> <li>➤ 100% TV systems installation</li> <li>➤ 5 days TAT on installations and battery resolved issues</li> </ul>
	<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Perform all TV systems installations in a smart and professional way to ensure no faults related to poor signal, failure due to poor installations, TV and dish fall offs,</li> <li>• Shall ensure that all the TV sold by the sales agents are installed within 3 days from the date of installation</li> </ul>
4	<b>Outcome</b>	<b>Client Rehabilitation</b> <ul style="list-style-type: none"> <li>➤ <i>75% client rehabilitation with intensions to have the clients pay reasonable amounts of money</i></li> </ul>
		<ul style="list-style-type: none"> <li>• Shall rehabilitate clients to ensure payments instead of opting for repossessions.</li> <li>• This shall be done following the lists generated by the line supervisor(s)</li> </ul>

### Qualifications

- Minimum of Certificate in electrical installation
- Good computer skills and knowledge of MS Office
- Good communication skills with clients
- At least 1 year experience in solar industry
- Ability to move fast at problem solving
- Self-motivated and self-management attitude
- Ability to understand complex problems and create solutions
- Excellent team player
- Collection skills is an added advantage.