



## **EXTERNAL VACANCY ADVERTISEMENT**

### **CHANNELS EXPERIENCE OFFICER (1-Year Renewable Contract)**

#### **Job Summary**

Reporting to the Channel Experience-Team Leader, the job holder will provide 1<sup>st</sup> and 2<sup>nd</sup> line support to members resolving their queries and concerns through our physical and digital channels.

#### **Key Tasks and Responsibilities**

1. Handle customer enquiries and concerns through the various channels available at the Contact Centre
2. Educate members/ callers about available services, products or benefits.
3. Identify and escalate/ route complex member issues to the appropriate person/ department, if necessary, for resolution.
4. Identify and escalate priority issues.
5. Solicit information necessary to respond appropriately to member requests or route callers.
6. Document all call/customer/member information according to the standard operating procedures.
7. Make outgoing calls to the society's existing and potential customers and track details of the interaction.
8. Ensure customer satisfaction and retention through cross selling Stima Sacco Products and Services
9. Any other duty as will be assigned.

#### **Qualifications**

- Degree from recognized university
- Diploma from a recognized Institution of Learning with qualifying experience.
- 1 - 3 years' work experience in a customer centric environment.
- Excellent command of written and spoken English and Swahili.
- Knowledge of customer service principles and practices.
- Excellent data entry and typing skills.

**Qualified applicants should apply on or before 5:00pm on Monday, 8<sup>th</sup> August 2022 using the link provided in the Society's website.**

**Only Shortlisted Candidates will be contacted.**