

JOB TITLE: Customer Care Assistant

DEPARTMENT: Finance

REPORTS TO: Customer Care Team Leader

Purpose and Scope of role

To ensure SIWA delivers a responsive and high quality service to its internal and external customers

Key Responsibilities

The key responsibilities of the position include:

1. Registering, updating and keeping record of all customer complaints, faults and referrals to Team Leaders and Coordinators.
2. Assist potential customers with new connection/installation procedures including costs.
3. Pass on the information collected to billing section for approval and registering of New Accounts for new customers
4. Follow up with the cashier for proper payments and new connection team for timely connections and or reconnections of meters
5. Handling of incoming calls or inquiries from prospective customers or clients in a professional manner.
6. Liaise with Department Head through referrals to responsible departmental personnel for timely solving of customer issues/grievances
7. Provides customer additional information or explains the nature of the company service
8. Tactfully handles confrontational or stressful interactions with the public
9. Completes supporting paperwork and data entry as required
10. Accurately captures customer information and follow up
11. Respond to customers through email, letters and Phone Calls
12. Checking account Balances and printing of transaction history
13. Liaise with Cashier and debt team ensuring reconnection fees is paid and timely reconnection.
14. Facilitating transfers of outstanding bills, House Deposits, error payments upon Team Leader Customer Care's recommendation
15. Updating of customer information in NCS such as, change of address, change of ownership, transfer of bills from previous house to the newly occupied building

Qualifications & Education

- Certificate in Business and administration studies

Experience

- Minimum of two years working experience in customer service

Key Skills

- Communication Skills
- NCS billing system skills
- Computer Skills

- Customer Queries /complaints
- Handling Skills
- Customers' Bills Checking/
- Verification skills
- Data/Information filing skills
- Public relation skills
- Teamwork skills
- Planning & Organising Skills
- Listening Skills
- Interpersonal relation skills
- Negotiation skills
- Problem Identification & Solving