



JOB DESCRIPTION

Position Title	Customer Service Executive-Modification	Business Unit / Function	Operations
Location	Nairobi, Kenya	Department	Customer Service Department
Written By		Contact Experience and Operations Lead	Contact Experience and Operations Lead
Approved by:		Contact Experience and Operations Lead	Contact Experience and Operations Lead

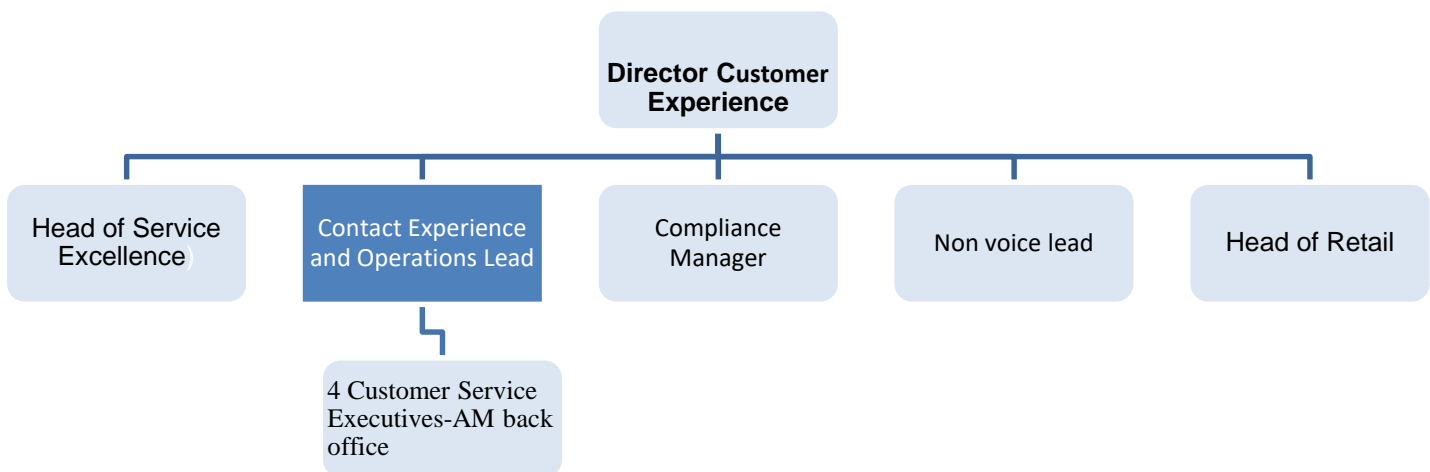
1. JOB PURPOSE

(Briefly describe the general purpose of the position or its significance from the organization's point of view and how it contributes to the overall mission/objective of the organization).

Manage the Customers as Airtel Money Back office including AM merchant reversals and IMT

2. ORGANISATIONAL CHART

(Please complete the organization chart below using jobs titles only. Please do not use individual names of people. Any matrix reporting may be mentioned as a comment below the chart.)



3. KEY ACCOUNTABILITIES

Expected End Results	Supporting Activities
1. Resolve and respond to AM Merchant requests within TAT	Resolve Customer requests: <ul style="list-style-type: none"> • Customer to Merchant Reversals • Merchant to Customer Reversals • Airtime Reversals • Customer Statement sharing • V I P Statement sharing • Customer Churn Settlement • Interoperability Reversals. • IMT Reversals. • DPO Payment validation and refunds • Escalates customer requests that cannot be solved on 1st contact to L3 within SLA
2. Self development	<ul style="list-style-type: none"> • Attend planned trainings and weekly coachings
3. Ensure 100% correctness on AM Reversals	<ul style="list-style-type: none"> • Ensure 100% correctness of escalations with zero errors.
4. Updates the stakeholders on progress and communicate solutions	<ul style="list-style-type: none"> • 95% and above SLA adherence. • Follows up with the relevant parties, obtains solutions and communicates to stakeholders.
5. Quality Monitoring score of 95% and above.	<ul style="list-style-type: none"> • Quality Monitoring score of 95% and above.

4. DIMENSIONS

(List the significant numerical data which will reflect the scope and scale of activities concerning this job).

Financial Dimensions

(These should be quantifiable numerical amounts like annual budgets, opex, capex, annual revenue etc.)

- Budget: _____

Other Dimensions

(Indication of some of the significant volumes associated with the job like number in team/ staff handled, subscriber base, etc.).

- No. of direct reports: 0
- Staff strength : 3
- No. of technology partners/ vendors: 0
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5.

SKILLS & KNOWLEDGE

(State the minimum acceptable proficiency for this job. Do not state incumbent-specific information)

Educational Qualifications & Functional / Technical Skills	<ul style="list-style-type: none"> ▪ Minimum Diploma in any discipline or equivalent ▪ Professional qualifications in Customer Service and Quality is desirable ▪ Proficient in using Customer service CRMs ▪ Operating knowledge of Microsoft Office
Relevant Experience (Type of experience and minimum number of years)	<ul style="list-style-type: none"> ▪ Over 2 years' experience in service industry.
Other requirements (Behavioural etc.)	<ul style="list-style-type: none"> • Good knowledge of Airtel's products and activation procedures and systems • Customer centric with business acumen • Ability to work under pressure • Strong communication skills • Strong analytical skills • Readily available to address customer issues • Good knowledge of English and Swahili language