

Job Title: CUSTOMER CARE / TELESales INTERNS	Reports To: CUSTOMER CARE SUPERVISOR
Function: COMMERCIAL SERVICES	Grade:
Direct Reports:	Date:
Responsible for:	
Customer support in understanding the products and identify solutions to fit their needs, generating sales and renewals, whilst continuing to achieve customer satisfaction levels.	
Key Tasks	
<ol style="list-style-type: none"> 1. Telesales 2. Good Agriculture Practices Promotion (GAP) 3. Customer Complaints Management 4. Enquiries Management 5. Marketing Support 	
Key Performance Measures	
Knowledge, experience and qualifications required	
<ol style="list-style-type: none"> 1. Degree in Agriculture or Horticulture 2. MUST be graduates from University of Nairobi, JKUAT and Egerton 3. Minimum of 1 years customer service experience in Telesales driven customer service organization 4. Able to speak one of the local languages fluently: Kikuyu, Kamba, Kimeru, Luhya, Kalenjin, and Kiswahili 	
Personal skills and attributes required	
<ul style="list-style-type: none"> • Customer Oriented • Excellent Communication Skills • Problem Solving 	