

Customer Care Officer-Mubende,Mbale

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Company: Watu

Location: Mubende

Category: office-and-administrative-support

Work description – Customer Care Some of the Key Specific Duties include: 1. Representing Watu Credit Ltd and implementing the Company’s Customer Care plan within the assigned mandate. 2. Maintaining Watu Credit Ltd customer service standards in serving the Company’s existing customers as well as in attracting new customers and expanding customer base. Build sustainable relationships and trust with customer accounts through open and interactive communication. 3. Receiving and responding to customer service account inquiries on account balances, transaction details, statements and fees and charges. Referring customers to appropriate Watu Credit services and representatives. 4. Resolving product or service problems by clarifying the customer’s complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. 5. Identifying customer needs, researching, and analyzing market trends, pricing schedules, competitor products, and other relevant information thus assisting in forming marketing strategies. 6. Recommending potential products or services to management by collecting customer information and analyzing customer needs. Preparing product or service reports by collecting and analyzing customer information. Contributing to team effort by accomplishing related results as needed. 7. Cooperating with other departments / line-managers to develop detailed customer care plans for all existing and future products. 8. Participating in the creative development of promotional materials, website content, advertisements, and other marketing-related projects. 9. Communicating with various media channels, advertising agencies, printers, and other services to help marketing projects reaching its goals. 10. Carrying out customer

satisfaction surveys to help to identify process and/or product improvement areas. 11. Proposing process, procedure, and cost-efficiency improvements. 12. Provide feedback on the efficiency of the customer service process. 13. General maintenance of the office; Aiding with client reception; Creating, maintaining, and recording information and Performing general office clerical duties and errands as needed. 14. Performing other tasks as necessary and directed by the Company management. Powered by JazzHR

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