

## Senior Customer Relations Officer

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Company: Watu

Location: Mbale

Category: office-and-administrative-support

**Company Overview:** Watu Shule Uganda is a driving license school under the purview/umbrella of Watu Credit Uganda. This school provides specialized training programs and license loan services tailored to two-wheeler public transport motorcyclists. It aims to address the need for comprehensive training and affordable license acquisition options for individuals operating two-wheelers as part of the public transport system.

**Roles and Responsibilities:** As a Senior Customer Relations Officer at Watu Shule, you will be the first point of contact for prospective and enrolled students as well as the team supervisor. You will play a vital role in providing exceptional customer service, assisting with inquiries, and ensuring a smooth onboarding process for our clients. You will handle various customer-related tasks, including registration, scheduling, and addressing concerns. Serve as the first point of contact for prospective and enrolled students, providing exceptional customer service and ensuring a smooth onboarding process. Represent Watu Credit Ltd and implement the company's Customer Care plan, maintaining service standards and building sustainable relationships with customer accounts. Provide information about training programs, registration process, and licensing procedures, assisting students with enrollment process and completing required forms. Schedule training sessions, coordinate instructor availability, and manage administrative tasks, including filing, data entry, and record-keeping. Collaborate with the marketing team to answer inquiries generated through marketing efforts and contribute to marketing strategies. Assist in implementing the license loan program, explaining application procedures, and resolving product or service problems to ensure a positive customer experience. Collect and document feedback from students to

improve the overall customer experience and propose process, procedure, and cost-efficiency improvements. Manage all administrative tasks, including handling incoming calls, emails, and inquiries, scheduling appointments, lessons, and driving tests for students, and preparing financial reports. Coordinate repairs and maintenance tasks as needed to ensure a safe learning environment and oversee the cleanliness and maintenance of all branch facilities. Support driving instructors and staff with administrative tasks and logistics, scheduling staff shifts, training sessions, and meetings, and fostering a positive work environment. Provide leadership and guidance to Watu Shule staff, overseeing the daily activities of the tele sales team to ensure they are actively engaged in making calls and responding to customer inquiries promptly. Monitor team performance and productivity, providing feedback and guidance as needed to maintain high standards of service, and conduct regular performance evaluations to support professional development. Share daily, weekly and monthly reports on team progress and performance with the project manager. Oversee the cleanliness and maintenance of all branch facilities, including classrooms, vehicles, and equipment for every department under the branch Order and manage inventory and supplies, including office supplies for all departments at Watu Shule Kira road. Minimum Qualifications: High school diploma or equivalent; additional education or training in customer service is a plus. Previous experience in customer service or a related role. Excellent communication and interpersonal skills. Leadership and analytical skills. Strong organizational and multitasking abilities. Proficiency in computer applications and software for data entry and scheduling. Ability to handle inquiries and concerns with patience and professionalism. Attention to detail and a commitment to accuracy. Problem-solving skills and a proactive approach to customer service. Team player with a customer-centric mindset. Knowledge of two-wheeler riding and licensing processes is advantageous. Should be able to speak a minimum of 5 of the following languages: Lugishu Ateso Jopadhola (Adhola) Lusoga Samia Kumam Iteso Ateso English Luganda Runyakitara- Runyankole, Rukiiga, Rutooro, Runyoro, Rufumbira and Kinyarwanda Luo – Acholi, Lango, Aur, Madi etc

How to Apply: If you are passionate about road safety, have the qualifications and experience required, and wish to contribute to creating responsible two-wheeler riders in Uganda who can pass their driving permit tests, we invite you to submit your resume, a cover letter, and any relevant certifications to [Email Address]. Please include Senior Customer Relations Officer - Watu Shule Application in the subject line. Watu Credit is an equal opportunity employer. We encourage applications from candidates of all backgrounds

and experiences just to inform you we don't ask for money from any Applicant to get a job and should such a scenario happen please report Join our team and help shape the future of safe two-wheeler riding and permit test success in Uganda. Powered by JazzHR

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