

**GOVERNMENT ELECTRICAL REGULATOR (GER)
JOB DESCRIPTION**

JOB TITLE:	Customer Care Representative
DEPARTMENT:	Customer Affairs
REPORTS TO:	Manager Customer Affairs
MANAGES:	SUPERVISION GIVEN TO: (i) Directly: N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. This document is validated as an accurate and true description of the job as signified below:

Employee Date

Manager/Supervisor Date

Head of Department/Division Date

Date Received in Human Resource Division Date Created/Revised

1. JOB SUMMARY

Reporting to the Manager Customer Affairs, the Customer Care Representative is responsible for facilitating the effective delivery of customer care support which includes, handling customers' queries, directing calls appropriately and logging interactions with customers.

2. KEY OUTPUTS

- Advice provided to customers
- Directs customers' calls
- Customers' interactions, transactions, complaints and comments logged
- Frequently asked questions logged
- Customer satisfaction surveys administered
- Call trends monitored
- Reports prepared

3. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Provides advice on the GER and directs customers' based on nature of the call.
- Receives customer queries and service requests via the various media (i.e. telephone, e-mail, electronic system etc.).
- Ensures customers are properly directed based on enquiries and that appropriate follow-up is done.
- Logs customer interactions, transactions, complaints and comments.
- Records Frequently Asked Questions (FAQs), submits to supervisor and updates relevant database with the FAQs.
- Assists with the administration of customer satisfaction surveys.
- Assists with the monitoring of trends based on calls, issues, and queries, and through these tools, makes recommendations on how to improve the quality of service.
- Prepares and reviews reports as required.
- Keeps abreast of developments in the field of customer care management.

Other Duties

- Performs any other related duties consistent with the category, nature, functions and objectives of the job.

4. PERFORMANCE STANDARDS

- Advice provided to customers is comprehensive, done in a professional manner and in keeping with organisational standards.
- Directs customers' calls in a professional and timely manner.
- Customers' interactions, transactions, complaints and comments are recorded accurately and escalated in a timely manner.
- Frequently asked questions logged in a timely manner.
- Customer satisfaction surveys administered in accordance with established standards.
- Call trends monitored according to established standards.
- Reports prepared are accurate and submitted within the agreed timelines.

5. AUTHORITY

- N/A

6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts

- Manager Customer Affairs
- Department Heads

External Contacts

- Customers/General Public

7. REQUIRED COMPETENCIES

Core

- Excellent oral and written communication skills
- Excellent customer service skills
- Excellent inter-personal skills
- Ability to work well in a team as well as alone
- Is results oriented

Technical

- Good organizational skills
- Detail oriented
- Good analytical skills
- Good problem solving and decision making skills
- Ability to work under pressure and maintain a calm, professional demeanour

8. QUALIFICATION AND EXPERIENCE

- Diploma or Associate Degree in Business Administration or equivalent
- At least 2 years' experience in a similar position

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in a typical office environment