



CAREER OPPORTUNITY

KCA University is a dynamic private business university committed to quality service and ethical practices. KCA University seeks to recruit a candidate to fill the following position:

CALL CENTRE ASSISTANT

The job holder will be responsible for the management of KCA University Customer interactions from both inbound and outbound calls within a stipulated service level agreement (SLA).

PRIMARY RESPONSIBILITIES

- Answer inbound calls in a timely and friendly manner.
- Evaluate and handle customer request, enquiries and complaint and provide relevant solutions to them.
- Respond to the needs of the customers and provide personalized services.
- Boost customer loyalty by offering excellent customer experience over the phone.
- Provide information on the University's products and services and generate interest in the offer.
- Upsell and cross sell the university's courses.
- Identify and escalate priority issues and report to the supervisor.
- Routing inbound calls to the appropriate resources when necessary.
- Obtain and evaluate all relevant data to handle complaints and inquiries.
- Record details of customer interactions e.g. comments, inquiries, complaints and actions taken.
- Communicating and coordinating with internal departments to enrich customer experience.
- Complete call logs and reports.
- Manage and update customer database.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma in a business-related field.
- Minimum of one (1) year relevant working experience

OTHER SKILLS AND COMPETENCIES

- Prior Call centre experience is an added advantage,
- Excellent communication skills,
- Ability to maintain customer confidentiality,
- Proficiency in computer applications,
- Team player
- Computer literate

How to Apply

Interested candidates who meet the above requirements should submit an application letter a detailed CV, academic certificates and three references via email to hrjobs@kca.ac.ke by 28th February 2022.

Subject of your email should read: **CALL CENTRE ASSISTANT**

Head of Human Resources,
KCA University,
P.O. Box 56808-00200,
Nairobi, Kenya
Website: www.kca.ac.ke