

# Cameroon Jobs Expertini®

## Customer Service Executive, Bilingual (Douala, Cameroon)

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Company: Sun King

Location: Cameroon

Category: office-and-administrative-support

**Location** Douala, Cameroon

**The team you would join:** The Customer Service Team serves as the first point of contact for Sun King's customers. The team helps prospective and existing customers with products, services, payments, and customer relationship-related inquiries. Customer Service Executives play an important role in ensuring Sun King customers can access fair, reliable, and timely assistance for any product or service-related needs, ensuring the company provides strong customer service in line with its consumer protection. The team works cross-functionally with Sun King's Operations and Sales teams to serve the breadth of customer-related inquiries.

**About the Role** The Customer Service Executive will work closely with the Operations and Sales teams to serve existing and potential customers by providing product and service information while resolving product issues effectively.

Department EasyBuy Program Management Employment Type Permanent - Full Time

Location Cameroon Workplace type Onsite Reporting To Customer Engagement Manager- Africa

### **What you would be expected to do:**

Managing large amounts of inbound and outbound calls in a timely manner while following laid down procedures, guidelines, policies and "scripts";

Resolving product or service queries in a timely manner by identifying customer needs, clarifying information, examining cause and expediting resolution;

Conducting product and service quality surveys with customers and recording feedback from time to time;

Generating presales for the field team by screening callers and identifying potential sales opportunities;

Helping with the collection of payments by regularly contacting dormant and defaulting customers;

Building repeat sales and retention through strong customer relationships by focusing on the customer wants and needs;

Working with multiple sales teams and cross-functional teams seamlessly;

**You might be a strong candidate if you:**

Have a Bachelor's Degree in Customer Service Management, or Business-related courses - Sales, Marketing

Have good communication skills with fluency in both written and spoken English

Reside in Douala, Cameroon

Have Fluency in both English and French (mandatory).

Are fluent in at least one local dialect (Pidgin, Duala, Bassa, Bamileke... )

Have Strong social skills.

Have Maximum of 2 years experience in a similar role. Experience working in a call center is an added advantage.

Have Basic Microsoft- Excel skill

**What we offer :**

A platform for professional growth in a rapidly expanding, high-impact sector.

Immerse in a collaborative culture, energized by employees of Sun King who are collectively motivated by fostering a transformative, sustainable venture.

A genuinely global environment: Engage and learn alongside a diverse group from varied geographies and backgrounds.

Tailored learning pathways through the Sun King Center for Leadership to elevate your leadership and managerial capabilities.

## **About Sun King**

Sun King is the world's largest off-grid solar energy company with cutting-edge product design, pioneering fintech and a grassroots installation model that provides energy to the 1.8 billion consumers across Africa and Asia who lack access to reliable electricity. Founded in 2007, Sun King sets the gold standard for off-grid solar performance and design as part of its mission: powering access to brighter lives. Sun King's 2,500+ staff and 23,000 field agents serve 100 million product users based in 65 countries around the world. With direct-to-consumer sales active in 11 countries, Sun King is growing rapidly. Every month, we equip 330,000 homes and businesses with power and light. The needs of energy consumers in Africa and Asia are diverse. From cost-effective and durable lamps to powerful home and business energy systems as well as modern entertainment and energy storage systems, Sun King's broad array of products unlock a higher quality of life. Whether devising safe and environmentally friendly electric-powered cookers or exploring the future of pay-as-you-go mobility and vehicles in Africa to concocting ever-more-powerful solar energy solutions, Sun King's technology team nurtures and devises scalable, inventive solutions to pressing global challenges. Sun King's innovative pay-as-you-go financing model dismantles the upfront cost burden that blocks low-income households from transitioning from polluting and harmful kerosene fuels and gas generators to clean, affordable and green solar energy. Sun King customers can purchase products using the company's technology-enabled, pay-as-you-go "Easy Buy" financing service, which breaks payments down into regular, affordable instalments. These payments can be made via mobile money for as little as \$0.15 a day. After one to two years of payments, customers own their solar equipment outright. Though united by a commitment to serving underserved off-grid families, Sun King comprises a broad, inclusive group of individuals working across 11 countries. Sun King's world-class roster of product designers, data scientists, logistics experts, customer service

professionals, operations gurus and marketing and communications strategists work together to devise solutions to the complicated and multidimensional challenges of energy access, climate action and social inclusion. Across the diverse countries where we operate and work, we build awareness of diversity and promote equity. Sun King is committed to gender equality in the workplace. Women represent 47% of Sun King's workforce.

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