



## **JOB PROFILE – CUSTOMER SUPPORT OFFICER**

### **Summary**

Power Financial Wellness, Inc. is a fintech startup looking for team members to support our growing business needs for 2022. Power is a platform dedicated to providing holistic financial services to working people in Kenya and across Sub Saharan Africa. We enable individuals to live their lives with dignity, reduce financial related stress, and take control over their financial well-being. Power allows gig and salaried workers access to earned wages and other financial services, as well as to contribute to savings via partner banks.

We are looking for motivated and talented individuals to join our team!

### **Job Duties and Responsibilities**

- Timeous response to all customer queries
- Full resolution of all queries raised by customers through phone, online, messages, or in person
- Delivery of service reports on a weekly basis
- Effectively handle client calls, queries and emails as well as maintain records of all customer inquiries and outcomes.
- Identify, resolve or escalate all reported issues including researching required information using all available resources to offer prompt resolution.
- Build strong relationships across business units to facilitate efficient service delivery to customers.
- Identify opportunities to improve current processes to ensure services evolve with emerging client needs.
- Undertake data entry to maintain client records and contact details within the customer database.
- Prepare customer service reports with insights on customer service engagement to inform senior management decision making.
- Support the Quality Assurance (QA) team in testing the platform before scheduled releases.
- Any other duties as assigned from time to time.

### **Knowledge and skills required**

- Bachelors Degree; Second Class Honours
- Excellent relationship building and communication skills
- Self-driven/motivated and results oriented
- Strong problem-solving skills
- Proficiency in Microsoft Office and other office tools including Gmail, Skype, and Whatsapp.
- Ability to work independently and remotely, i.e. have a laptop and a quiet space
- Good attitude, proactive, empathetic, well-spoken, hardworking, positive
- Organizational skills and detail orientated

- Proficiency in English and Kiswahili
- Experience working with a team

### **How to Apply**

Email a cover letter and your CV to [careers@m-power.io](mailto:careers@m-power.io). **Deadline 10<sup>th</sup> January 2022.**