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|  | Job Profile / Description | Template Identifier | MGL/HC/001 | Rev | | |
| | | Effective Date | Sept 2022 | | | |
| | | Review Date | Aug 2025 | | | |

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| Business Unit: Movit Products Limited Uganda | Job Title: Customer Care Executive | Job Grade: M1A |
| Department: Marketing & Corporate Affairs | Duty Station: Kampala | |
| Reports to / Title of Immediate Supervisor: Marketing Administrator | Supervises: <ul style="list-style-type: none"> • N/A | |
| Job Purpose: To handle customer enquiries and complaints to ensure customer satisfaction | | |
| External Stakeholders: Distributors Consumers | Internal Stakeholders: QC Category Management Sales team Other Employees | |
| Functional Outputs/Activities per key performance area: | | |
| <ul style="list-style-type: none"> • Respond to calls through the telephone to handle customer inquiries. • Receive/collect customer complaints and ensure timely resolution of all complaints. • Generate sales leads, online orders and follow them up to completion. • Ensures the turnaround time is as per the set standards. • Ensures that the social pages are adequately covered. • Measure customer satisfaction through customer satisfaction index to establish areas that warrant improvement. • Monitor and evaluate complaints and prepare closed loop feedback to report follow up on customer queries. • Visit the brands' salon seminars to establish whether the customers are served well. • Help in achievement of net promoter score by reaching out to new customers and their follow through for the first 6 months. • Establishing a positive rapport with all clients and customers in person or via phone • Forming reports based on customer satisfaction statistics and helping their team to develop new skills • Fixing appointments based on the availability of customers and clients • Interacting with customers to ensure they have a desirable and shareable experience • Assess proposals for sponsorship that relate to customer care to measure viability and shares with the right department; and • Participate in corporate league events and other field & trade activities. | | |
| Financial Management <ul style="list-style-type: none"> • Monitor and control the allocated budget | | |
| Risk Management <ul style="list-style-type: none"> • Identify risk due to change in the trade or competitive landscape. | | |

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Compliance

- Ensure regulatory compliance in execution of duties in the country
- Ensure Adherence to Movit Group and In Country Policies and Procedures
- Prepare and submit monthly reports

Minimum Qualification Requirements:

Bachelor's Degree in a business-related field

Related Minimum Experience:

Minimum of (1) years' relevant work experience in call Centre, or a similar role

Competencies Required:

Behavioural

- Must be of unquestionable integrity, Honesty, Trustworthiness and Professionalism

Leadership


- Must be a team player
- Must be a self-starter and have an appreciation of business growth and priorities.
- Strong Leadership potential to effectively drive a learning and development agenda and operational coordination of activities.

Knowledge.

- Advanced experience with MS office and Spreadsheet software
- Strong business acumen

Skills

- Team Management
- Planning and Coordination Skills
- Interpersonal Skills/Relationship Management
- Customer service skills

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Attributes include:

- Self-starter and Action Oriented
- Ability to harness peer relationships
- Ability to work under pressure
- Agile and driven
- Collaboration
- Problem solving
- Communication Skills

Physical Requirements and Environmental Conditions

- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

Job Assessment

- Interview
- Psychometric assessment

Job profile acknowledged by Employee

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| _____ | _____ | _____ |
| Name | Signature | Date |

Job profile approved by Line Manager

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| Name | Signature | Date |