

## Job Specification - Call Centre Agent

### Overview

The Select Group expanded its geographical footprint by entering the Ugandan market in June 2019. Trading as Access Financial Services Limited (“Access”), Access provides credit to civil servants via its unique paperless loan origination platform, delivered by our team of field agents, adhering to the philosophy of taking our products to our clients where they live or work, practicing the mantra of “we come to you”.

Access aligns its operations and values to those of the Select Group, providing credit to civil servants based on strict affordability parameters and strictly within responsible lending principles. Currently, Access operates in the Central Region (Kampala), Western Region (Mbarara, Kabale and Fort Portal), Eastern Region (Mbale, Soroti and Iganga) and the Northern region (Lira and Gulu).

There are many challenges in doing business in Africa, but our team views these as opportunities and seeks ways of dealing with the many obstacles in our way. This requires a “can-do” attitude and a problem-solving outlook with a determined approach to achieving goals. All prospective candidates should have a passion for working in a Call Centre Environment.

### Key Deliverables of the Call Centre Agent

1. Make calls to customers, with an average call handle time of 3 minutes. The incumbent must be on calls for a minimum of 6 hours per day.
2. Take charge of the customer experience and manage all Call Campaigns assigned in the worklist handler.
3. Ensure that 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> call attempts are made to clients.
4. Advise clients on Access’s loan products and answer their queries.
5. Establish a weekly planner indicating set targets for the week, as set by the designated line manager, based on the monthly targets for the Call Centre Team.
6. Attend morning briefings and report every morning to your designated line manager to assess progress on calls made and deals closed.
7. Provide complete and accurate records of all daily activities conducted by ensuring that the correct call dispositions are captured in the CRM System for the Call Centre, for both inbound and outbound calls.
8. Call all prospective clients assigned to your worklist handler daily and provide accurate and precise comments through the CRM System.
9. Provide daily feedback on the Success Rate and Positive Response Rate of all Call Campaigns.
10. Ad-hoc projects and Call Campaigns as assigned by management from time to time.

### The Candidate

We seek the following in our desired candidate:

#### *Qualification Requirement*

1. A Secondary Education/High School Certificate is essential.
  2. A Bachelor’s Degree in finance, business or a related field will be highly advantageous.
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## ***Experience / Background Preference***

1. Previous Sales Experience: 1-2 years in a sales or customer service role, preferably in financial services or call centers.
2. Knowledge of Loans and Financial Products: Understanding of checkoff loans, interest rates and lending processes.
3. Proficiency in CRM Software: Experience with customer relationship management tools.
4. Computer Skills: Proficiency in Microsoft Office Suite and general computer usage is required.

## ***Key Competencies:***

The successful candidate will need to demonstrate the following:

1. Excellent Communication Skills: Both verbal and written.
2. Persuasion Skills: Ability to persuade customers and handle objections effectively.
3. Problem-Solving Skills: Ability to address customer enquiries and provide solutions.
4. Customer Service Orientation: Focused on delivering excellent service and building relationships.
5. Motivated and Goal-Oriented: Driven to meet sales targets and achieve personal goals.
6. Resilient and Adaptable: Ability to handle rejection and adapt to changing circumstances.
7. Team Player: Willingness to collaborate with team members to achieve common goals.
8. Flexible Availability: Ability to work evenings, weekends or holidays if needed.
9. A self-starter who is performance-driven and can handle the responsibilities associated with the position, with honesty and integrity.
10. Ability to work with minimum supervision.
11. A logical thinker who has a clear, focused and methodical approach to work.
12. Results-oriented: Strongly motivated to achieve results and adhere to deadlines.
13. Assertive: Able to handle conflict, stand by principles and put forward ideas despite opposition.

## **Location**

The position is based at our Head Office at Western Wing, Second Floor, Social Security House, Jinja Road, Kampala.

## **Compensation**

An annual cost to company remuneration package, which will be commensurate with the technical skills and experience of the successful candidate.

Please forward applications to: [careers@afs.co.ug](mailto:careers@afs.co.ug)

**If you do not hear from us within two weeks, please consider your application for this particular vacancy unsuccessful. In this instance, please be assured that we shall retain your application and will be in touch should a suitable opportunity arise in the future.**