



Position:	Customer Service Consultant
Locations:	Malawi
Company:	Yellow
Website:	www.yellow.africa

About Yellow

Yellow's goal is to build an enduring business that makes life better for our customers and creates great lives for our team. We provide solar-power electricity solutions and smartphones on a pay-to-own basis which makes these life changing products affordable to bottom of the pyramid households. We sell through a network of rural agents and manage them remotely with technology, through a web-based platform we have developed called Ofefee. Our operation is lean because it uses exponential tech solutions, which allows us to efficiently meet the challenges of last-mile distribution . We aim to give a life changing experience to our customers not only through the products we sell but also with our After-Sales Support. Therefore, we believe that providing reliable real-time customer service is instrumental in ensuring sustainable success in providing the best after-sales support to our customers. Here is where you come in...

Who We Are Looking For

Customer Service Consultants will be the liaison between our company and its current and potential customers. The successful candidates will be able to accept ownership for effectively educating customers, solving customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behaviour.

What Will You be Joining?

Yellow is a community of young dreamers who want to make life better for millions of African customers. We have a goal to reach 10 million customers on the continent by 2030. You would join a vibrant African community of creative thinkers and doers. We put our people first; customers, agents, suppliers and our team, as we recognise we are only as good as they are.

Requirements and Skills

- Excellent phone and verbal communication skills along with active listening and fluency in Chichewa and English. Those also fluent in Chitumbuka will have an added advantage.
- The ability to focus on customer and adapt to different personality types
- The ability to multitask, set priorities and manage time effectively
- Computer data entry knowledge and experience with good typing skills
- Empathy, honesty, and the highest standards of integrity
- Strong interest in advancing the distinctive values and mission of Yellow Solar
- Ability to stay calm when customers are stressed or upset.
- Patience and good judgment in resolving customer problems
- Previous experience in a customer support role

Your Mission

- Making outbound calls to customers, regarding business or sales related to give valuable information to the customer, get good data which will help the company understand its strengths, weaknesses and customers better, and therefore be able to innovate effectively
- Answering inbound calls as customers call in with questions or concerns. Listening to identify customers' needs, clarify information, provide solutions and/or alternatives and escalate any problems as necessary.
- Knowing our products inside and out so as to be able to answer questions and seize opportunities to upsell products when they arise
- Building sustainable relationships and engaging customers by taking the extra mile
- Keeping records of all conversations in our call centre database in a comprehensible way
- Meet personal/team qualitative and quantitative targets
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.

Remuneration and benefits

- You will earn a competitive performance-based salary
- Exponential growth path within the company
- A rare opportunity to make an impact in the world by working with a world class startup

About Our Working Culture & Values

Our team is young and hard working. We value down time and flexibility, and we focus on outputs rather than hours in the office, but we also believe that we have a unique opportunity at Yellow and we work very hard to meet the high standards we set for ourselves.

We are low thrills and are careful custodians of money and resources. We love to travel to the countries we operate in and whenever we do, we make time to explore, but we do this, as with everything else, on a lean budget, cognisant of not diverting resources away from our customers, and our mission.

We value resilience and self-reliance. Though we constantly organise ourselves to tackle problems in teams and ruthlessly support one another, we also believe that building independence and self-reliance in the face of challenges is an important part of growth.

We believe that long term sustainability is a worthwhile goal. Whether in one's personal life, from a business perspective, in relationships, or in the environment, we believe that prioritising long term benefits over short term wins is a good strategy. As such, we aim for balance, and slow, steady and disciplined progress in all that we do.