

Officer - Customer Operations NW.Customer Services NG- Kano

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Company: MTN Group

Location: Nigeria

Category: office-and-administrative-support

Reports To: Manager - Customer Operations Walk In North West **Division:**Customer Services **Mission:**

Contribute to the sustenance of the MTN brand by providing high-quality customer care to all MTN's customers through assigned media or within a designated location.

Description:

Market MTN products and services to current and potential customers.

Perform the necessary system transactions related to customer requests.

Use organization and time management tools to track cases and meet turn-around times and other required metrics.

Maintain integrity in managing subscriber data and information.

Identify and report on customer-impacting trends.

Enlighten and educate customers on new products and initiatives within MTN.

Escalate and route customer issues to the relevant process operators.

Verify the correct cash amounts are paid.

Perform software installation and configuration requests.

Perform the incidence escalation process in compliance with laid-down policies and

procedures.

Collect and book-in customer phones for warranty repairs.

Communicate credit status to customers.

Identify problematic invoices proactively and promptly notify the billing division.

Education:

First Degree in any related field

Fluent in English

Experience: 3-7 years' experience, which includes

Experience working with others.

Experience working in a medium-organization

Experience in a call-center (Prepaid/Postpaid) environment (Customer Care Rep (Retention & Churn)

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