

Service Center Technician, Installations, West West (Ilorin)

[Apply Now](#)

Company: Sun King

Location: Nigeria

Category: other-general

Location: Ilorin, Kwara State, Nigeria

The Team you will join: The Sun King Operations team makes sure Sun King products are produced, shipped, imported, and distributed to consumers around the world and ensures that warranty products are promptly attended to, and end of life products are disposed of. The Operations team is comprised of innovative, solutions oriented people that work closely with Sun King's global and regional Research and Procurement, Sales, Finance, and Marketing teams to make sure hundreds of thousands of Sun King products reach last-mile consumers each month.

About the Role:

Sun King is looking for a Service Technician to manage the Aftersales operations in Nigeria. This role will be a key point of contact for the Sales team, cross-functional departments, and customers for after-sales and service queries. This role will work with all the stakeholders within Company as well as with key stakeholders on the customer side for installation, and service queries and builds smooth relations with internal & external customers, to achieve best-in-class customer satisfaction. Department Operations Employment Type Permanent - Full Time Location Nigeria Workplace type Onsite Reporting To After Sales Manager

What you would be expected to do

Quality Assurance: Perform timely diagnostics and repair on all customer returns from the assigned zone while maintaining a report on all issues observed and the action taken.

Regular positive improvement of all the existing processes at the Service entre every quota.

Systems and process design: Coordinate with technology teams to ensure company systems, including applications meet customer service needs.

Develop new processes to transform current service operations more efficiently.

Training: Build training materials and hold training for partners about product troubleshooting, repairs, installation, and replacement processes when requested.

Develop a thorough knowledge of the product and service the company your work for is offering.

Customer Service: Installation of Home systems, installation audit, and deliver a comprehensive service to inquiring customers.

Find solutions and ensure product replacements and other warranty claims are closed within the designated timelines.

Delegate certain customer inquiries to specific teams when needed.

Team Management: Manage the development and continuous improvement within the after-sales team. Provide guidance for team members' careers. Drive professional growth within the team, mentoring and to also develop valuable skillsets.

Dispute Management: Manage a large number of incoming calls and emails, keeping a record of customer interactions and details of actions taken. Report back on results addressing any issues/disputes from customers.

Drive Operational Efficiency: Meet KPI goals including service level timelines and customer net promoter scores.

Documentation; MIS: Provide periodic reports to management on after-sales; service activities.

Qualification

Have HND/BSC in engineering or any related field from a reputable institution

Have a minimum 3 + years experience in after-sales services in the solar industry

Demonstrate experience in solar Inverter installations.

Have excellent verbal and written communication skills with the ability to distill information and also know how to communicate to different audiences in order to get results.

Are efficient and have organizational skills

Are a Critical Thinker: Very strong ability to structure problems and drive towards solutions even in ambiguous situations

Have entrepreneurial Spirit with qualities of being able to work alone and figure things out with innovative thinking, problem-solving skills, and presence of mind.

What Sun King offers

Professional growth in a dynamic, rapidly expanding, high-social-impact industry

An open-minded, collaborative culture made up of enthusiastic colleagues who are driven by the challenge of innovation towards profound impact on people and the planet.

A truly multicultural experience: you will have the chance to work with and learn from people from different geographies, nationalities, and backgrounds.

Structured, tailored learning and development programs that help you become a better leader, manager, and professional through the Sun Center for Leadership.

About Sun King

Sun King is the world's largest off-grid solar energy company with cutting-edge product design, pioneering fintech and a grassroots installation model that provides energy to the 1.8 billion consumers across Africa and Asia who lack access to reliable electricity. Founded in 2007, Sun King sets the gold standard for off-grid solar performance and design as part of its mission: powering access to brighter lives. Sun King's 2,500+ staff and 23,000 field agents serve 100 million product users based in 65 countries around the world. With direct-to-consumer sales active in 11 countries, Sun King is growing rapidly. Every month, we equip 330,000 homes and businesses with power and light. The needs of energy consumers in Africa and Asia are diverse. From cost-effective and durable lamps to powerful home and business energy systems as well as modern entertainment and energy storage systems,

Sun King's broad array of products unlock a higher quality of life. Whether devising safe and environmentally friendly electric-powered cookers or exploring the future of pay-as-you-go mobility and vehicles in Africa to concocting ever-more-powerful solar energy solutions, Sun King's technology team nurtures and devises scalable, inventive solutions to pressing global challenges. Sun King's innovative pay-as-you-go financing model dismantles the upfront cost burden that blocks low-income households from transitioning from polluting and harmful kerosene fuels and gas generators to clean, affordable and green solar energy. Sun King customers can purchase products using the company's technology-enabled, pay-as-you-go "Easy Buy" financing service, which breaks payments down into regular, affordable instalments. These payments can be made via mobile money for as little as \$0.15 a day. After one to two years of payments, customers own their solar equipment outright. Though united by a commitment to serving underserved off-grid families, Sun King comprises a broad, inclusive group of individuals working across 11 countries. Sun King's world-class roster of product designers, data scientists, logistics experts, customer service professionals, operations gurus and marketing and communications strategists work together to devise solutions to the complicated and multidimensional challenges of energy access, climate action and social inclusion. Across the diverse countries where we operate and work, we build awareness of diversity and promote equity. Sun King is committed to gender equality in the workplace. Women represent 47% of Sun King's workforce.

[Apply Now](#)

Cross References and Citations:

- 1. Service Center Technician, Installations, West West (Ilorin) [AustinjobsJobs Nigeria Austinjobs](#)**
- 2. Service Center Technician, Installations, West West (Ilorin) [Trendzfurnitures Jobs Nigeria Trendzfurnitures](#)**
- 3. Service Center Technician, Installations, West West (Ilorin) [Electronicsjobs Jobs Nigeria Electronicsjobs](#)**
- 4. Service Center Technician, Installations, West West (Ilorin) [Highestpayingjobs Jobs](#)**

Nigeria Highestpayingjobs ↗

5. Service Center Technician, Installations, West West (Ilorin) Sapjobs Jobs Nigeria

Sapjobs ↗

6. Service Center Technician, Installations, West West (Ilorin) Mexicojobs Jobs Nigeria

Mexicojobs ↗

7. Service Center Technician, Installations, West West (Ilorin) Therapistjobs Jobs

Nigeria Therapistjobs ↗

8. Service Center Technician, Installations, West West (Ilorin) Firefighterjobsnearme

Jobs Nigeria Firefighterjobsnearme ↗

9. Service Center Technician, Installations, West West (Ilorin) Doctorjobsnearme Jobs

Nigeria Doctorjobsnearme ↗

10. Service Center Technician, Installations, West West (Ilorin)Finlandjobs Jobs

Nigeria Finlandjobs ↗

11. Service Center Technician, Installations, West West (Ilorin)Expertiniworldtech Jobs

Nigeria Expertiniworldtech ↗

12. Service Center Technician, Installations, West West (Ilorin)

Productmanagementjobs Jobs Nigeria Productmanagementjobs ↗

13. Service Center Technician, Installations, West West (Ilorin)Norwayjobs Jobs

Nigeria Norwayjobs ↗

14. Service Center Technician, Installations, West West (Ilorin)UsajobscentralJobs

Nigeria Usajobscentral ↗

15. Service Center Technician, Installations, West West (Ilorin)Unitedarabemiratesjobs

Jobs Nigeria Unitedarabemiratesjobs ↗

16. Service Center Technician, Installations, West West (Ilorin)Networkengineerjobs

Jobs Nigeria Networkengineerjobs ↗

17. Service Center Technician, Installations, West West (Ilorin)Nzjobscentral Jobs

Nigeria Nzjobscentral ↗

18. Service Center Technician, Installations, West West (Ilorin)ConstructionjobsJobs

Nigeria Constructionjobs ↗

19. Service center technician, installations, west west (ilorin) Jobs Nigeria ↗

20. AMP Version of Service center technician, installations, west west (ilorin) ↗

21. Service center technician, installations, west west (ilorin) Nigeria Jobs ↗

22. Service center technician, installations, west west (ilorin) JobsNigeria ↗

23. **Service center technician, installations, west west (ilorin) Job Search** ↗
24. **Service center technician, installations, west west (ilorin) Search** ↗
25. **Service center technician, installations, west west (ilorin) Find Jobs** ↗

Source: <https://ng.expertini.com/jobs/job/service-center-technician-installations-west-wes-nigeria-sun-king-8ae367e22f/>

Generated on: 2024-05-03 by Expertini.Com