

Role: Call Center Agent

Location: Ghana, Accra

Overview:

Eneza Education is an edtech company that is on a mission to provide educational content to **50 million learners** in Africa. With over **200,000 active learners** on our platform, we provide content via SMS, USSD and web applications. We are currently in Kenya, Ghana, Ivory Coast, Zimbabwe and Tanzania.

We have the position of a **Call Center Agent** available in our Ghana office and we are looking at working with individuals who have the passion and the right mindset to join us on our journey to providing low-cost access to educational content.

The Call Center Agent, as part of the customer care team, reporting directly to the Customer Care Lead, will be making outbound calls and receiving inbound calls providing end-users with solutions to their problems ensuring customer satisfaction. Ensuring that every new conversation with a prospective customer or consumer leads to **revenue growth**. Building a lasting relationship with our B2C customers and **increasing recurring revenue**

Responsibilities:

- Making **50** outbound calls each day to customers and consumers assigned to you and collecting all data points relevant to the provision of quality customer service. You are required to convert at least **35%** of called users.
- Receiving inbound calls from customers and consumers in a timely and professional manner, collecting and recording all data points.
- Providing customers and consumers with the right information about our learning platform and how to use the platform - opting in, taking lessons, troubleshooting with callers.
- Effectively communicating all user issues to the customer care lead in a timely manner, following up on issues reported and communicating back to the end-user of resolutions.
- Handling calls in a professional manner at all times; keeping a positive attitude no matter the situation
- Maintain up-to-date knowledge of our learning platform, troubleshooting methods and procedures

Skills:

- High School diploma or equivalent required;
- Must have demonstrated excellent interpersonal and communication skills and the ability to organize simultaneous tasks.
- Must be able to speak English and Twi clearly and professionally;
- Must be able to work with a database and navigate through a windows environment required;
- Experience using Microsoft Office products word, excel, powerpoint, and outlook in a networked environment.
- Must be able to type a minimum of 25 words per minute with 90% or greater accuracy
- Data entry experience preferred
- Must be able to work flexible work schedule to include days, nights, weekends, and holidays
- Proven ability to work as a member of a team is required with good troubleshooting skills

To apply for this post, [click on this link](#). For inquiries, email: rudolph@enezaeducation.com