## **Terms of Reference**

**Customer Support Centre Officer INCREASE Project - Zambia**

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| --- | --- | --- | --- | --- | --- |
| **Purpose** | Customer Support |  |  |  |  |
| **Position** | Consultant |  | **Timeline** | 1.10.2022 – 31.12.2022 |  |
| **Sector** | Agriculture |  | **Location** | Zambia |  |
| **Project** | INCREASE |  | **No. of days** | (3 Months) |  |



Purpose

To work as the Customer Support Centre – Service Operator (CSC-SO) with the responsibility of operating the call centre related to Biodigesters technology under the INCREASE Project by making outgoing calls and answering incoming calls, answering inquiries and questions, handling complaints, troubleshooting problems and providing information. The CSC-SO will handle incoming and outgoing customer call and SMS communications, establish direct linkages between the end-users/customers, biodigester construction enterprises ( BCEs), and SNV to conduct customer satisfaction surveys and also to handle incoming questions, complaints and inquiries, and to follow-up on potential client’s interest thereby generating sales of biodigesters through outbound calling. The service operator logs interactions with BCEs and/or Biodigester Users in a database which she/he will be asked to maintain (data cleaning and completion tasks)

The incumbent will work in a pool of service operators conducting both calls and data cleaning on a part time basis.

He/She will support the project in

* Monitoring product-quality through phone calls (performance of BCEs and functionality of biodigesters
* Enhancing BCEs’ performance (after sales service, repair and maintenance etc.) and

(iii) increasing sales (below the line promotion, marketing and selling).

* Checking data in the data base for completeness and quality. “Cleaning” and completing data in the quality assurance data base.

The assignment is based at SNV office in Lusaka or in any of the INCREASE Project field offices.



Duties and Responsibilities

The major responsibilities in brief are as follows

* Make calls and answer calls
* Validate/triangulate data and information received from BCEs on biodigesters through phone calls or site visits whenever necessary
* Handle customer inquiries telephonically and update information on TaroWorks
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with product and service information
* Enter new customer information into TaroWorks
* Update existing customer information
* Identify and escalate priority issues
* Route calls to appropriate resources
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs and produce call reports.



Specific Tasks

## Outbound Calling:

Outbound calling will comprise calling to both current and potential biodigester customers to assess the statues of biodigester construction (contract, under-construction, completed, operationalized). The following is sample of questions to be asked to current customers (biogas end-user households):

* + Confirmation of name and address
  + Do you have a biodigester?
  + When was your biodigester constructed/completed?
  + Is your biodigester working at the moment?
  + Are you facing any problems related to the operation of biodigester?
  + Does your biodigester discharge bio-slurry?
  + What do you use the bio-slurry for?
  + Could you rate/mark your satisfaction with your biodigester (1-10)
  + Did you get follow-ups visits from your construction company/mason?
  + Could you rate/mark your satisfaction with your company/mason?

## Inbound calling

The CSC-SO should handle inbound questions and enquiries from the end users and refer them to BCEs for further support. He/she should also document and refer to BCEs the

incoming questions, complaints and enquiries from biogas end-users. It is likely that there will be some inbound calls form the potential customers and the CSC-SO is responsible to handle such.

## Calls to/from potential customers

The CSC-SO will also be engaged in outbound calling to prospective customers for marketing and selling of biodigesters. A market capture plan including lists of potential customers will be given to the CSC-SO by the monitoring and evaluation officer. It is likely that there will be some inbound calls also from the potential customers.

## Calls to BCEs/masons

The CSC-SO will also be engaged in outbound calling to BCEs/biodigester masons once in a month to list the number of biodigesters constructed, being constructed, visited for after- sales-services, and problems being encountered by them. CSC-SO will prepare a monthly report and shared with the Quality Manager (Chief RE Technical Officer) on the number of biodigesters completed, and under construction.

## Support to interact through social media

With support from M&E officer, the CSC-SO is responsible for managing the social media related initiatives to popularize biodigester technology in Zambia **(Optional)**

## Database Management and Data Entry

CSC-SO will support QM & M&E officers in managing the central database by updating regularly all issues through Taroworks. The tasks of database management will include data entry, data checking and cleaning, and data retrieval and analysis.

## Miscellaneous

CSC-SO will perform other duties as required and as instructed by the senior staff members. The CSC-SO will need to visit biodigester sites or potential customers to carry out quality control and/or promotional activities.

### Qualification, Work Experience and Professional Skills

* + Bachelor’s Degree in Renewable Energy technologies and/or Agriculture or related field
  + Proven track record on:
    - Customer focus,
    - Customer Service,
    - Data Entry and database management,
    - Listening/handling phone-calls,
    - Verbal communication,
    - Building relationships,
    - Dealing with people of heterogeneous nature,
    - Problem solving, and
    - Multi-Tasking.
  + Language proficiency – multiple local languages are an asset
  + Knowledge of customer service principles and practices
  + Knowledge of call centre telephony and technology
  + Some experience in a call centre or customer service environment
  + Good data entry and typing skills
  + Proven skills in Excel
  + Knowledge of administration and clerical processes



Key Competencies

* + Verbal and written communication skills
  + Listening skills
  + Problem analysis and problem solving
  + Customer service orientation
  + Organizational skills
  + Attention to detail
  + Judgment
  + Adaptability
  + Resilience
  + Interpersonal skills
  + Able to work with minimum supervision
  + Good interpersonal and communication skills.



Reporting Line

* + Internally: INCREASE Project Team, SNV Team, - Reports to Quality Manager
  + Externally: biodigester construction enterprises, Diary Cooperatives, biodigester users, potential biodigester users



Duration and Level of effort

The duration of the assignment will be 3 months renewable. Working in a pool of CSC-Service Operators, weekly work hours will depend on the number of plants constructed (seasonality). Indicative level of effort is expected to be around 3 days a week with the possibility to work remotely.