

### **Job Description**

<b>Job title</b>	<i>CUSTOMER CARE EXECUTIVE</i>
<b>Reports to</b>	<i>CR &amp; HSE MANAGER</i>
<b>Department</b>	<i>CR &amp; HSE DEPARTMENT</i>
<b>Location</b>	<i>Head Office</i>

### **Job purpose**

The Customer Care Executives primary function is to attract customers by fielding inbound inquiries, complaints from customers, troubleshooting issues as they arise and maintaining an open line of communication across the organization. The core responsibility is to ensure Rubis Energy customers experience excellent customer service.

### **Duties and responsibilities**

1. Manage all incoming customer calls.
2. Supporting the customer through an email ticketing system.
3. Maintaining a positive, empathetic, and professional attitude toward customers always.
4. Responding promptly to customer enquiries.
5. Communicating with customers through all available platforms.
6. Acknowledging, escalating, and ensuring all complaints are closed within 48hrs using the CRM. Resolving customer complaints and queries. Providing detailed information to customers. Taking an 'ownership' approach to handling customer issues.
7. Maintains product database with product numbers, descriptions, and pricing information, updating new products.
8. Mastering Rubis Energy products to ensure a positive customer experience and to strengthen the relationship between the business and its customers.
9. Communicating and coordinating with internal customers as necessary to ensure strong sense of urgency to resolve customer issues.
10. Keeping records of customer interactions, comments, and complaints through the CRM.
11. Providing feedback to the CR & HSE Manager on the efficiency of the customer care process.
12. Collect and measure customer feedback to ensure 95% customer satisfaction.
13. Be at the center of ensuring Rubis Energy Rwanda has a customer centric culture.
14. Any other assignment by Management

### **Qualifications**

- Any Degree from a recognized university
- Minimum 2years experience
- Ability to be innovative and be a creative problem solver
- Excellent analytical and organizational skills
- Excellent verbal and written communication skills
- Excellent listening skills

- Problem solving skills
- Conflict resolution skills
- Time management

## Working conditions

- Ability to work under minimum supervision
- Ability to work under pressure
- Team player

## Direct Reports

N/A

Employee Name ..... Sign:.....  
Date:.....

Supervisor Name: ..... Sign:.....  
Date:.....