

# Customer Success Officer

## Job Description

### Executive Summary

GreenLITE™ is a registered trademark of Greenlite Concept Systems Services Nigeria, fully incorporated with the corporate affairs commission (CAC) Nigeria. We are located in the Federal Capital Territory and currently operate within the electric utility industry in four states; Kogi, Nassarawa, Abuja and Niger state.

We are regulated by the National Electricity Regulation Commission (NERC) of Nigeria and are compliant with their standards and procedures while conducting our business. We conduct business by innovating value, empowering our customers to exploit such values through technology, measuring the results and benefits of our value to the customer and keeping a smile on the faces of our customers.

### Our Vision

Our vision is to bridge the gap between energy providers and all tiers of consumers by offering flexible and convenient systems capable of enhancing customer experience, ensuring accountability and improving market growth.

### Our Values

We believe in honesty, transparency and integrity. We pride ourselves in delivering our services efficiently to guarantee customer satisfaction. We operate with excellent work ethics and our code of conduct ensures respect for people and compliance with all relevant legislation and regulations.

### Our Products

Our products were designed with customer inclusion in mind. Our research and development team took the penetration rate of mobile and internet in Nigeria into consideration and didn't neglect the large percentage of customers who have limited access to data or mobile devices. Our products include;



### **greenlite.com.ng**

greenlite.com.ng is a native built, robust web application that enables users to purchase electricity units (eunits) online seamlessly. This platform is custom designed to accommodate plugins and API's across all programming languages. It is hosted on a secure apache server and backed by geotrust SSL to ensure the safety of our users' data and transactions. Our Financial clearing house and resolution centre is provided by Paystack® which is currently the best payment resolution platform in Nigeria.

### **greenLiTE Mobile App**

We are currently testing our mobile application which will be launched soon to better serve our fast growing customer base. This application will further improve customer experience. It will be available on android and IOS users.

### **greenLiTE USSD ®**

Our dedicated USSD (unstructured supplementary service data) code caters for offline customers who either have limited access data or smartphones. The USSD code was designed with a simple 3 step procedure for validation, payment and vending of e-units. It is available and can be implemented across all telecommunication networks in Nigeria.

## Summary of Position

We are looking for a Customer Success Officer to join our team and guide our customers' path to success as they navigate through our products and services daily. Our customers are our stakeholders hence their success is your priority.

The customer success officer is responsible for guaranteeing the success of our customers transactions, answering questions and sensitizing new and existing customers. Ultimately, you'll deliver quality customer support in line with our vision, core value and offerings that ensure a high customer retention rate. This role is currently supervised by the Chief Operating Officer.

Key responsibilities include:

- Mastery of our operation procedures, industry regulation and laws, market trends and customer behaviour
- Mastery of our customer resolution application and procedures
- Customer support ticket management and resolution
- Customer live chat communication
- Live video customer engagement daily sessions
- VoC analysis and SOP optimization

## Qualifications

1. BSc. Marketing, Engineering, Economics, Business Administration or similar required
2. Proven work experience in customer support, marketing or similar role
3. Hands on experience with any support ticket software ( please indicate all that apply in your application )
4. Hands on experience with Google Suite, Office 365, Microsoft Office Suite.
5. Experience in conducting industry based research using multiple sources.
6. Excellent communication skills in English & Pidgin
7. Excellent communication skills in Hausa is a plus
8. Patience and emotional Intelligence is a plus
9. Ability to meet deadlines

## Compensation

Negotiable upon experience.



## To Apply

Please submit your resume discussing your qualifications and interest in this position electronically to [jobs@greenlite.com.ng](mailto:jobs@greenlite.com.ng). Ensure that the subject line of your email is **CUSTOMER SUCCESS OFFICER- 4062920**.